

Passenger satisfaction survey



Our train Our station Our citizens



Please tell us about your journey and give us your views about the stations and services on the Riviera Line (Exeter to Paignton) so that we can prioritise improvements for the future.

Date: _____ Where did you get on the train? _____

When was the train scheduled to depart? [] : [] am [] : [] pm

In my party, including myself there are _____ adults and _____ children. I got to the station by...

bus taxi on foot bicycle dropped off car other - please specify: _____

I'm travelling... (tick the most relevant option only)

to/from work for education on business to visit friends or family for shopping

on a day-out on holiday other - please specify: _____

Do you have a railcard?

yes no

My ticket is a...

single return season railcard haven't bought it yet other: _____

Where are you getting off? _____

What is your home postcode? _____

I would rate the Riviera Line train service as follows...

| | Very poor | Fairly poor | Average | Fairly good | Very good |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Frequency of trains | <input type="checkbox"/> |
| Reliability of the service | <input type="checkbox"/> |
| Availability of seats | <input type="checkbox"/> |
| Comfort on train | <input type="checkbox"/> |
| Journey time | <input type="checkbox"/> |
| Connections with other trains | <input type="checkbox"/> |
| Value for money | <input type="checkbox"/> |
| Convenient to get to destination | <input type="checkbox"/> |
| Upkeep of the station | <input type="checkbox"/> |
| Shelter & seating on the station | <input type="checkbox"/> |
| Station facilities | <input type="checkbox"/> |
| Feeling of personal safety | <input type="checkbox"/> |
| Presence of staff | <input type="checkbox"/> |
| Ease of getting off the train | <input type="checkbox"/> |
| Overall satisfaction | <input type="checkbox"/> |

What improvements would you like to see? Tell us below.

Want to stay in touch?

To hear news about local train service improvements, community rail events and opportunities to get involved, join the Devon and Cornwall Rail Partnership mailing list.

Email: _____

Your details will not be shared with any third parties, and you can unsubscribe at any time.



Please hand your completed survey in to the person who gave it to you, or leave it on your seat. Thank you.