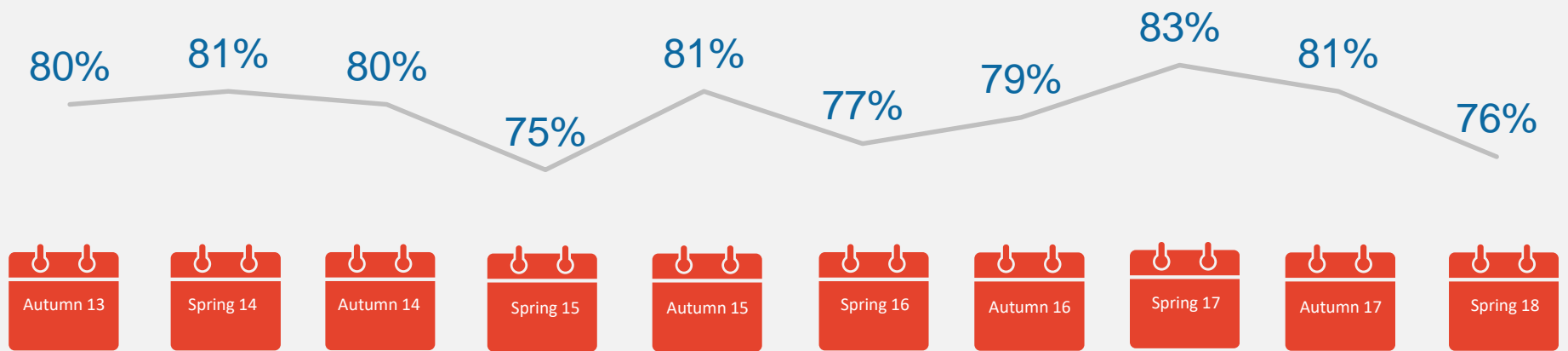# Rail passenger satisfaction at a glance: Greater Anglia – Spring 2018

transportfocus

Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain.
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received. This survey covers around 1,300 Greater Anglia passengers.
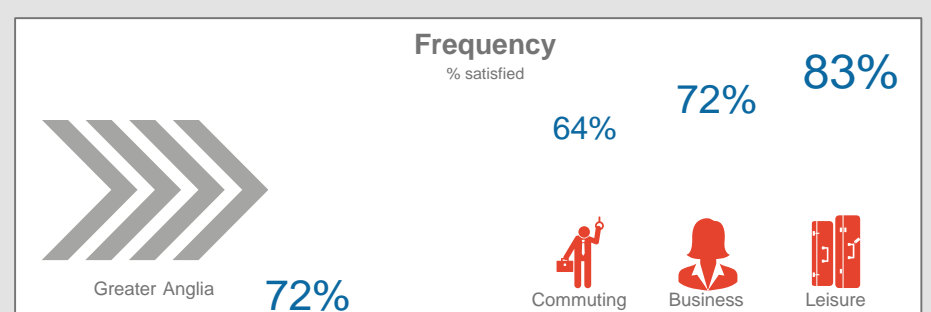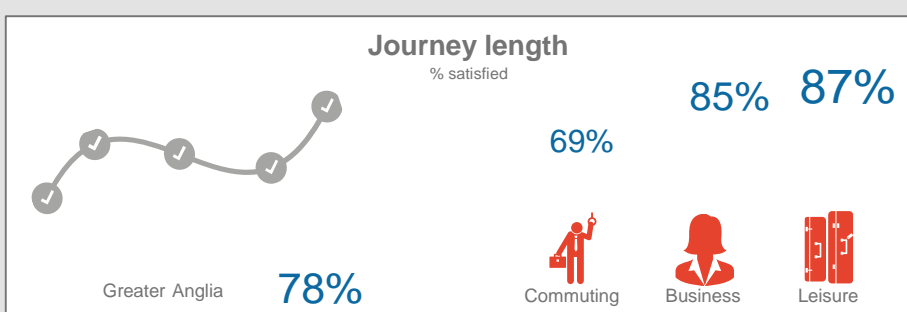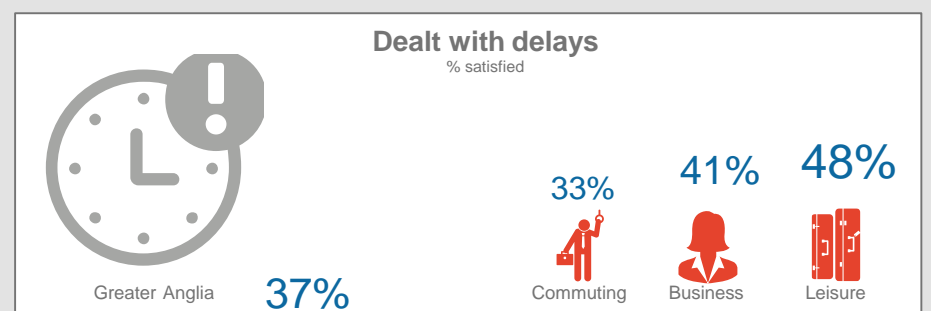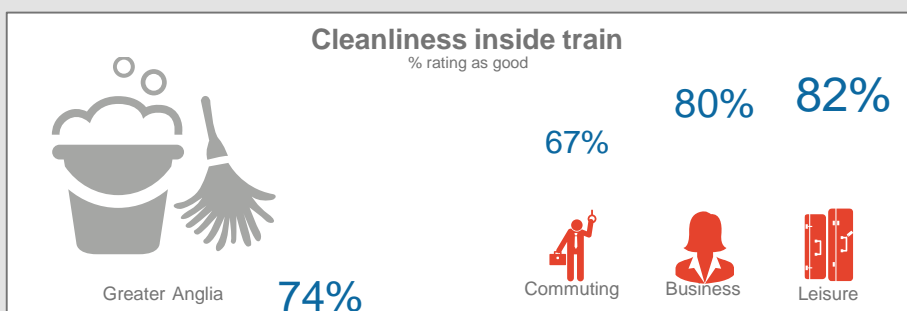
Overall satisfaction with the journey

Autumn 13	Spring 14	Autumn 14	Spring 15	Autumn 15	Spring 16	Autumn 16	Spring 17	Autumn 17	Spring 18
80%	81%	80%	75%	81%	77%	79%	83%	81%	76%

Overall satisfaction by journey purpose

Greater Anglia	Commuting	Business	Leisure
76%	66%	84%	87%

Satisfaction - in a bit more depth (Spring 2018)

Value for money
% satisfied

Greater Anglia	Commuting	Business	Leisure
37%	18%	46%	60%

Punctuality/reliability
% satisfied

Greater Anglia	Commuting	Business	Leisure
70%	58%	77%	84%

Cleanliness inside train
% rating as good

Greater Anglia	Commuting	Business	Leisure
74%	67%	80%	82%

Dealt with delays
% satisfied

Greater Anglia	Commuting	Business	Leisure
37%	33%	41%	48%

Journey length
% satisfied

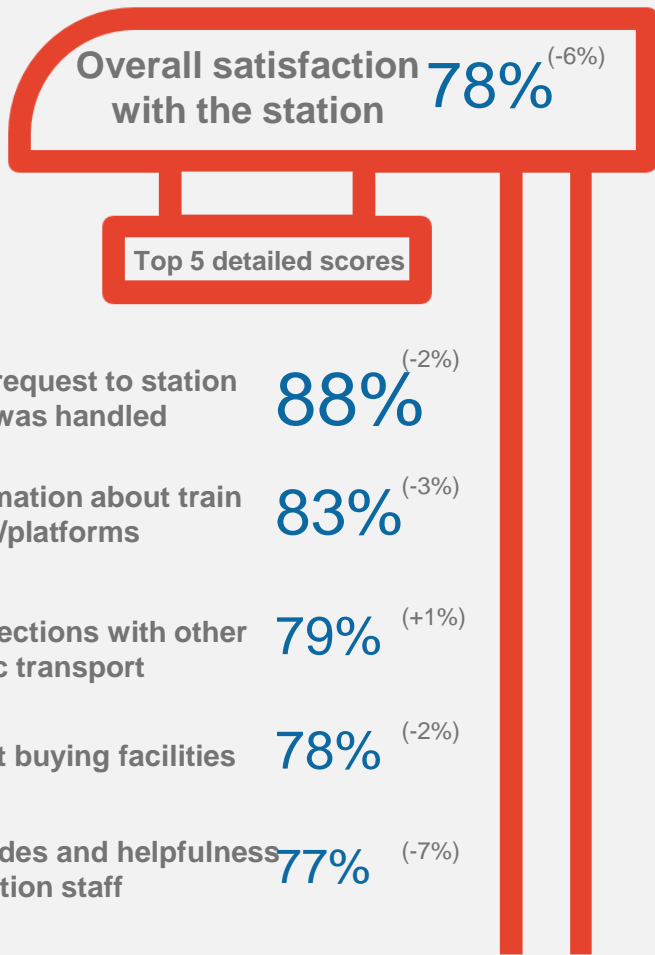| Greater Anglia	Commuting	Business	Leisure
78%	69%	85%	87%

Frequency
% satisfied

Greater Anglia	Commuting	Business	Leisure
72%	64%	72%	83%

Satisfaction at the station where you boarded

Overall satisfaction with the station 78% (-6%)

Top 5 detailed scores

1st How request to station staff was handled 88% (-2%)

2nd Information about train times/platforms 83% (-3%)

3rd Connections with other public transport 79% (+1%)

4th Ticket buying facilities 78% (-2%)

5th Attitudes and helpfulness of station staff 77% (-7%)

(% shown in brackets shows % change since Spring 2017)

Satisfaction on the train

Overall satisfaction with the train 71% (-6%)

Top 5 detailed scores

1st Journey length 78% (-3%)

2nd Connections with other train services 75% (-1%)

3rd Cleanliness inside the train 74% (-2%)

4th Personal security on board 72% (-4%)

4th Frequency 72% (-3%)
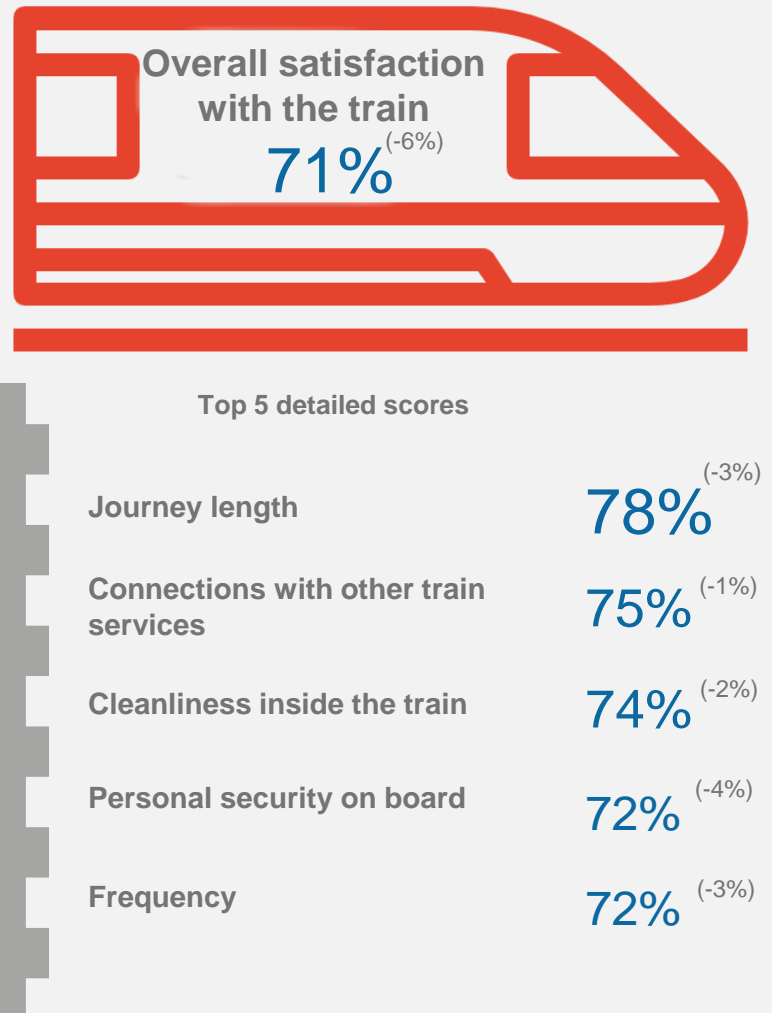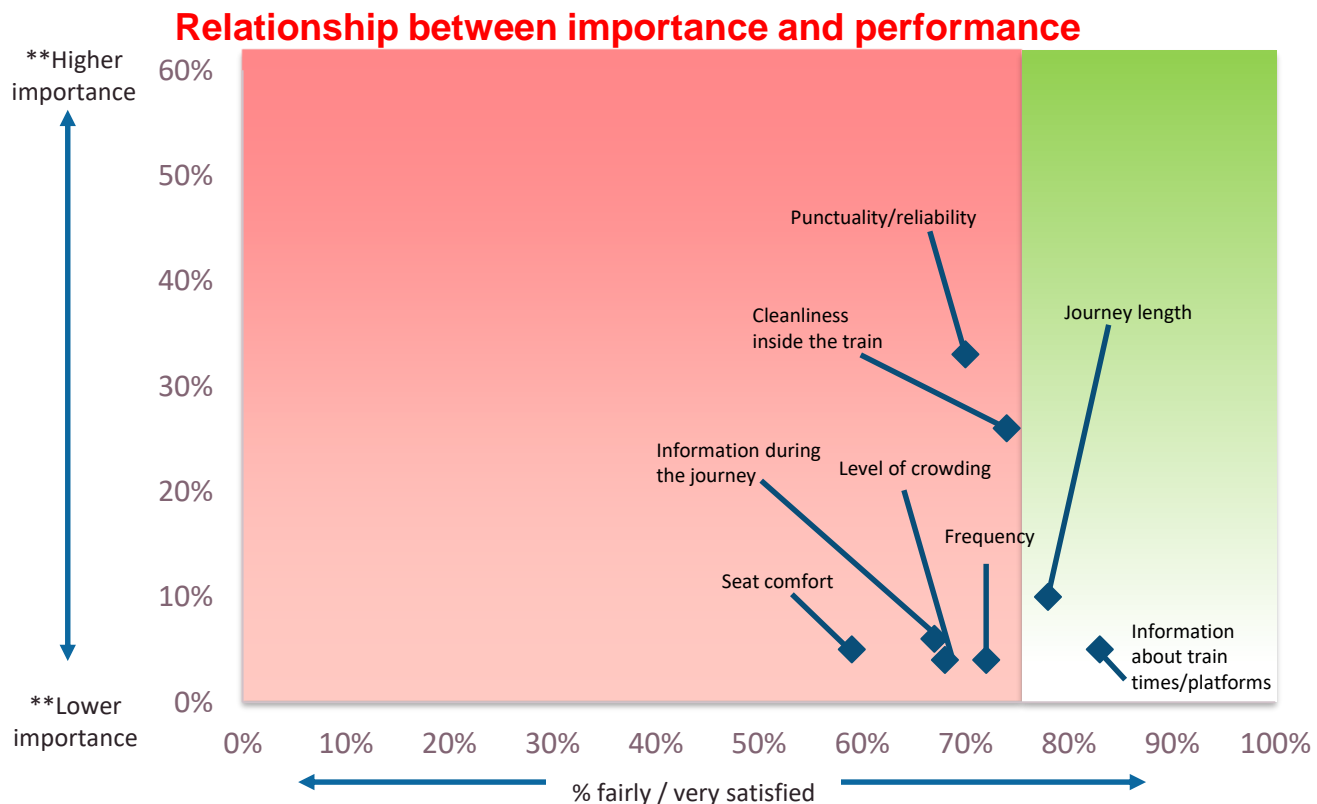
(% shown in brackets shows % change since Spring 2017)

Importance versus performance

Not all factors asked about in this survey have equal importance - some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The chart below shows the station and train factors which have a statistically significant relationship with overall journey satisfaction on this TOC - those which are most important in determining overall passenger satisfaction.

The vertical axis shows the relative strength of relationship (or relative importance) of these factors, and the horizontal axis shows how this TOC performs (the percentage of passengers satisfied with each).

Factors appearing towards the top right are those which are very important in driving a good overall journey experience, and on which the service performs quite well. Factors appearing towards the top left are also very important but delivered less well - these are priorities for improvement. Factors towards the bottom left or right are relatively less important, but do still have an impact on overall journey experience.

Relationship between importance and performance

Higher importance → Lower importance (vertical axis, 0% to 60%)

% fairly / very satisfied (horizontal axis, 0% to 100%)

Factors plotted: Punctuality/reliability, Cleanliness inside the train, Journey length, Information during the journey, Level of crowding, Frequency, Seat comfort, Information about train times/platforms

** This chart excludes any factors that account for less than 4% importance

To download the full National Rail Passenger Survey, visit:
http://www.transportfocus.org.uk/research/national-passenger-survey-introduction

You can explore the results in more depth at:
http://www.railpassengerdata.org.uk/