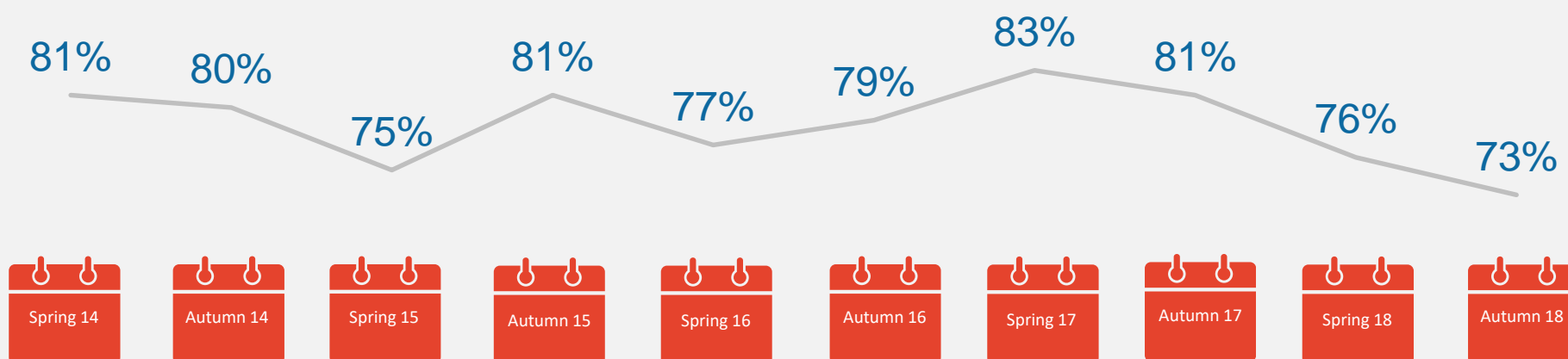# Rail passenger satisfaction at a glance: Greater Anglia – Autumn 2018

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 1,493 Greater Anglia passengers.
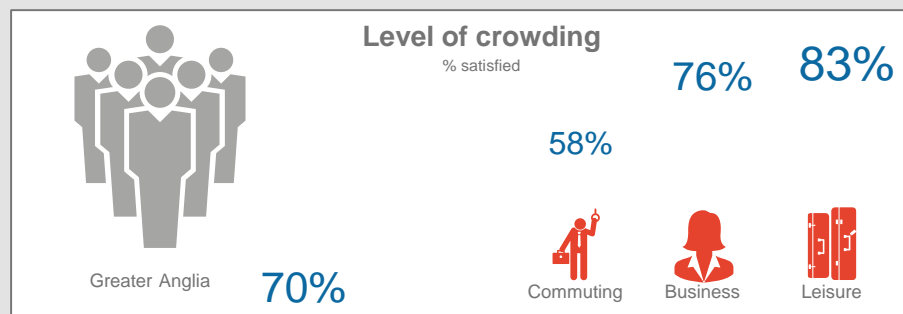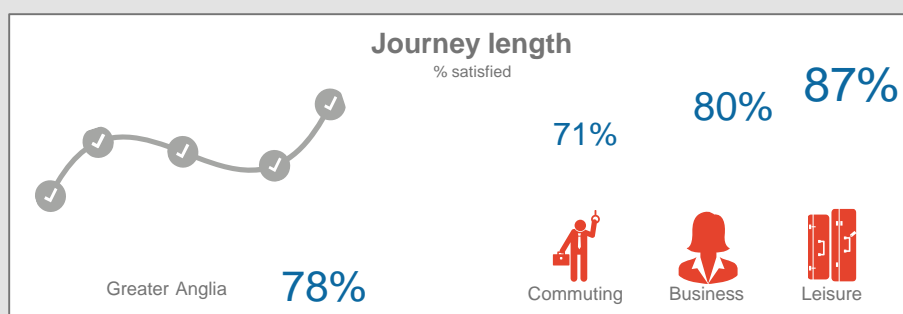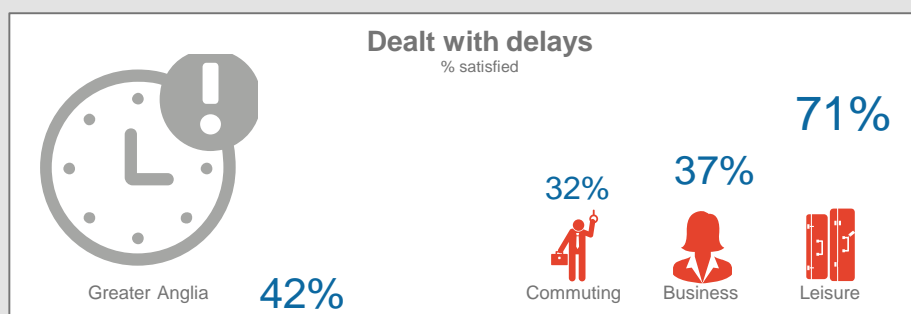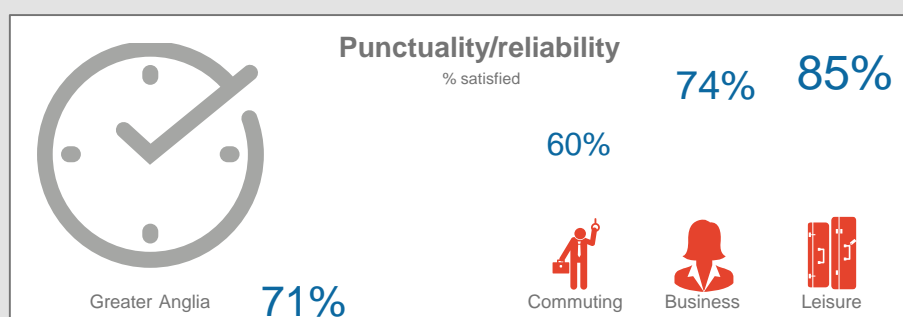
Overall satisfaction with the journey

81%	80%	75%	81%	77%	79%	83%	81%	76%	73%
Spring 14	Autumn 14	Spring 15	Autumn 15	Spring 16	Autumn 16	Spring 17	Autumn 17	Spring 18	Autumn 18

Overall satisfaction by journey purpose

73%	63%	74%	87%
Greater Anglia	Commuting	Business	Leisure

Satisfaction - in a bit more depth (Autumn 2018)

Value for money
% satisfied

Greater Anglia	Commuting	Business	Leisure
38%	21%	44%	59%

Punctuality/reliability
% satisfied

Greater Anglia	Commuting	Business	Leisure
71%	60%	74%	85%

Dealt with delays
% satisfied

Greater Anglia	Commuting	Business	Leisure
42%	32%	37%	71%

Journey length
% satisfied

Greater Anglia	Commuting	Business	Leisure
78%	71%	80%	87%

Cleanliness inside train
% rating as good

Greater Anglia	Commuting	Business	Leisure
71%	63%	75%	79%

Level of crowding
% satisfied

Greater Anglia	Commuting	Business	Leisure
70%	58%	76%	83%

Satisfaction at the station where you boarded

Overall satisfaction with the station 78% (-5%)

Top 5 detailed scores

1st	How request to station staff was handled	85%	(-5%)
2nd	Information about train times/platforms	83%	(-4%)
3rd	Ticket buying facilities	78%	(-4%)
4th	Attitudes and helpfulness of station staff	77%	(-3%)
4th	Connections with other public transport	77%	(-2%)

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

Satisfaction on the train

Overall satisfaction with the train 70% (-6%)

Top 5 detailed scores

1st	Journey length	78%	(-7%)
2nd	Frequency	73%	(-5%)
3rd	Punctuality/reliability	71%	(-10%)
3rd	Personal security on board	71%	(-3%)
3rd	Cleanliness inside the train	71%	(-4%)

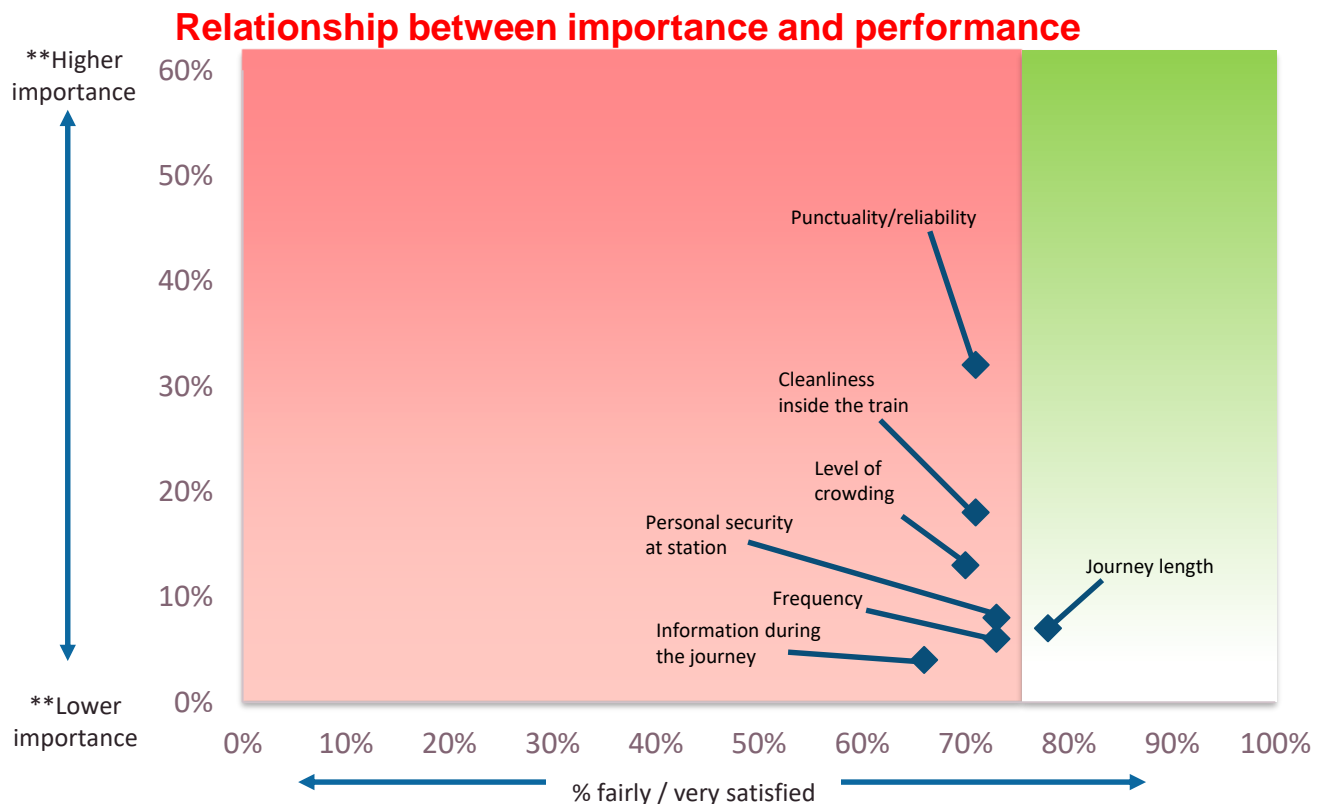(% shown in brackets shows % change since Autumn 2017)

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**

Punctuality/reliability

Cleanliness inside the train

Level of crowding

Personal security at station

Frequency

Information during the journey

Journey length

% fairly / very satisfied

** 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/