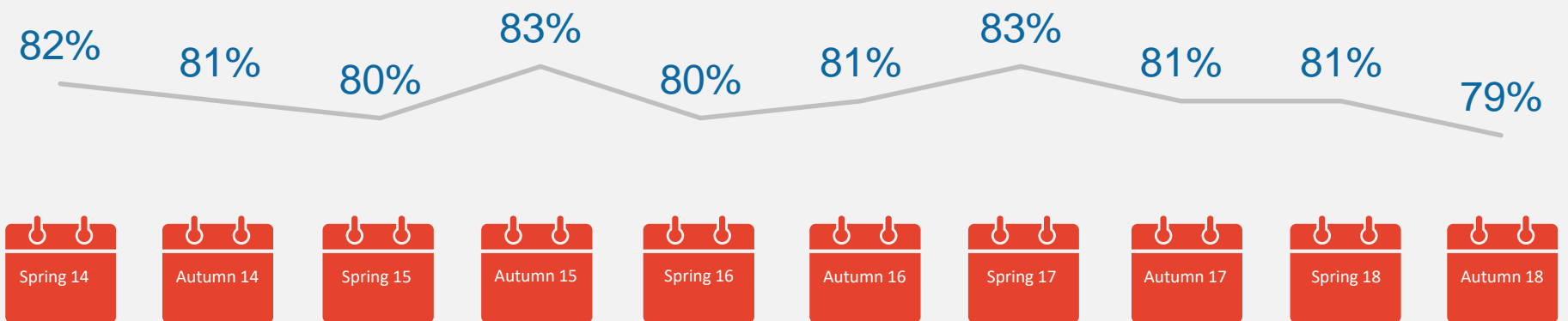# Rail passenger satisfaction at a glance: Great Britain – Autumn 2018

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 25,171 passengers. This report excludes non-franchised train operating companies.
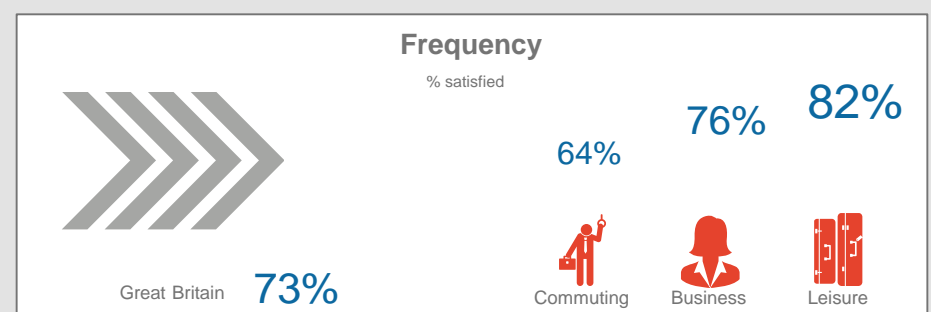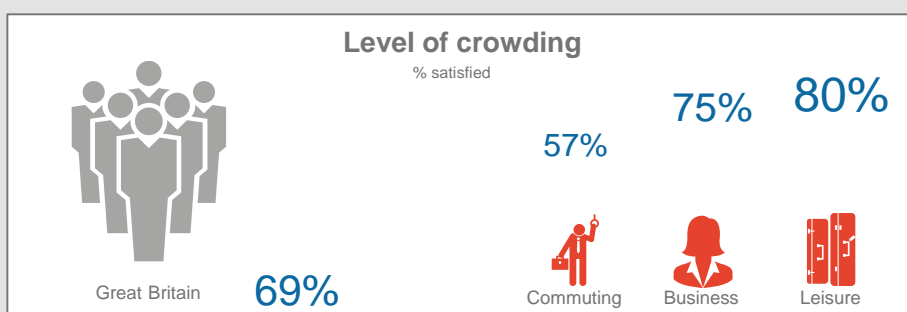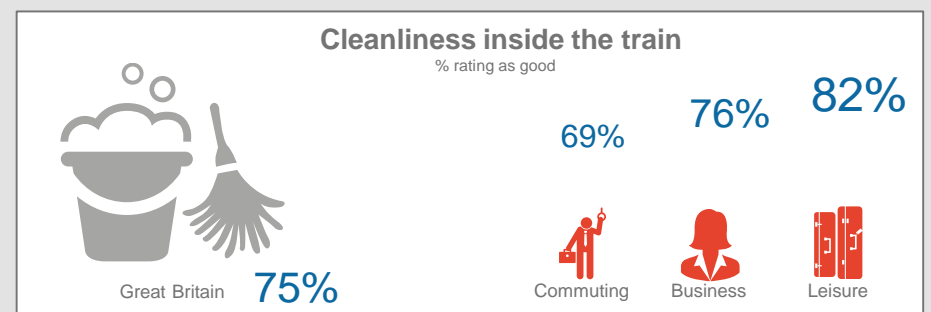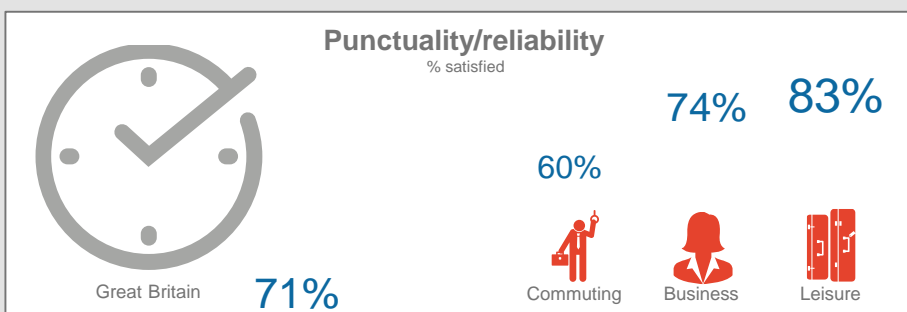
Overall satisfaction with the journey

Spring 14	Autumn 14	Spring 15	Autumn 15	Spring 16	Autumn 16	Spring 17	Autumn 17	Spring 18	Autumn 18
82%	81%	80%	83%	80%	81%	83%	81%	81%	79%

Overall satisfaction by journey purpose

Great Britain	Commuting	Business	Leisure
79%	71%	80%	88%

Satisfaction - in a bit more depth (Autumn 2018)

Value for money
% satisfied

Great Britain	Commuting	Business	Leisure
46%	31%	47%	64%

Dealt with delays
% rated well

Great Britain	Commuting	Business	Leisure
37%	27%	41%	54%

Punctuality/reliability
% satisfied

Great Britain	Commuting	Business	Leisure
71%	60%	74%	83%

Cleanliness inside the train
% rating as good

Great Britain	Commuting	Business	Leisure
75%	69%	76%	82%

Level of crowding
% satisfied

Great Britain	Commuting	Business	Leisure
69%	57%	75%	80%

Frequency
% satisfied

Great Britain	Commuting	Business	Leisure
73%	64%	76%	82%

Satisfaction at the station where you boarded

Overall satisfaction with the station **80%** (-1%)

Top 5 detailed scores

1st	How your request was handled	**87%**	(-1%)
2nd	Information about train times/platforms	**84%**	(-1%)
3rd	Connections with other public transport	**78%**	(0%)
4th	Ticket buying facilities	**77%**	(-2%)
4th	Attitudes and helpfulness of station staff	**77%**	(-1%)

(% shown in brackets shows % change since Autumn 2017)
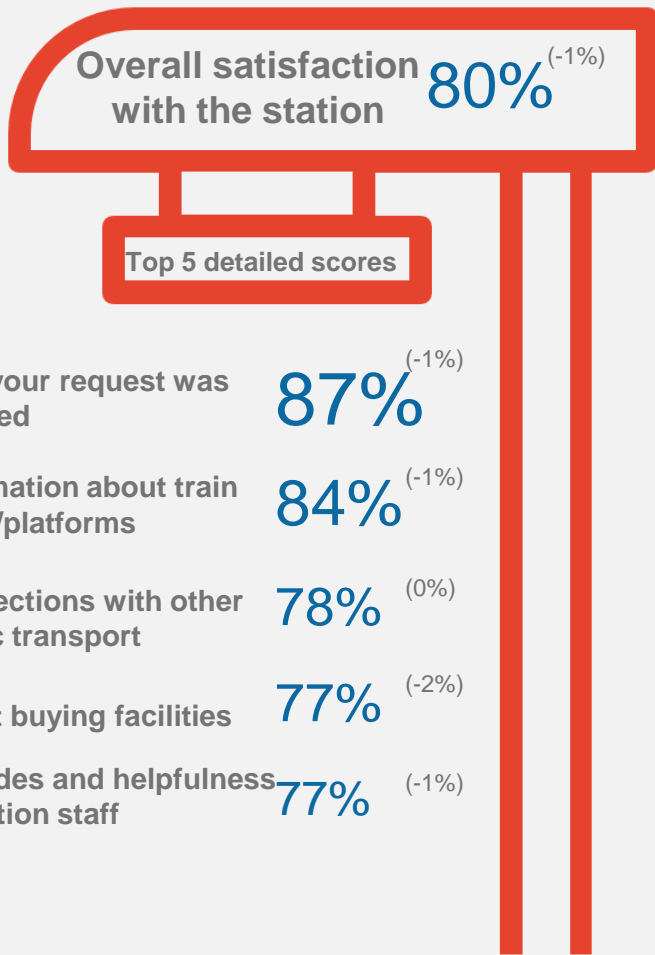
Satisfaction on the train
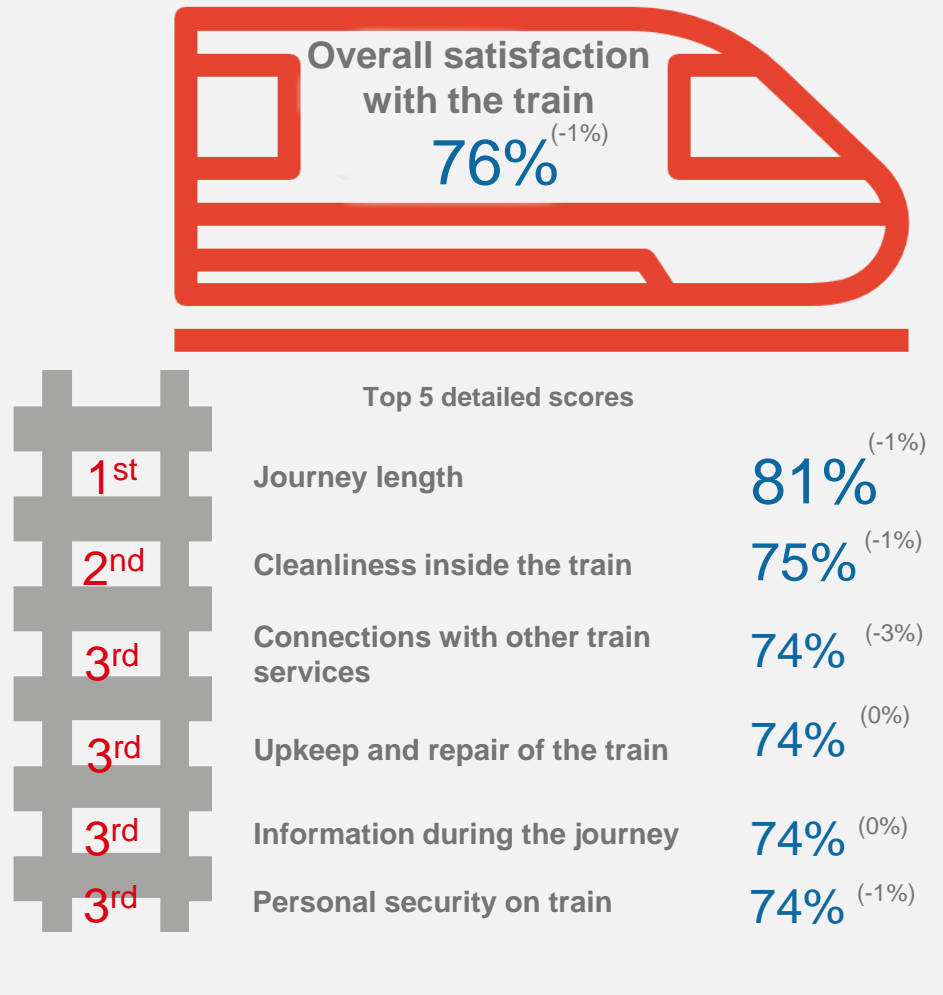
Overall satisfaction with the train **76%** (-1%)

Top 5 detailed scores

1st	Journey length	**81%**	(-1%)
2nd	Cleanliness inside the train	**75%**	(-1%)
3rd	Connections with other train services	**74%**	(-3%)
3rd	Upkeep and repair of the train	**74%**	(0%)
3rd	Information during the journey	**74%**	(0%)
3rd	Personal security on train	**74%**	(-1%)

(% 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

% fairly / very satisfied

- Punctuality/reliability
- Cleanliness inside the train
- Frequency
- Journey length
- Level of crowding
- Seat comfort
- Information during the journey
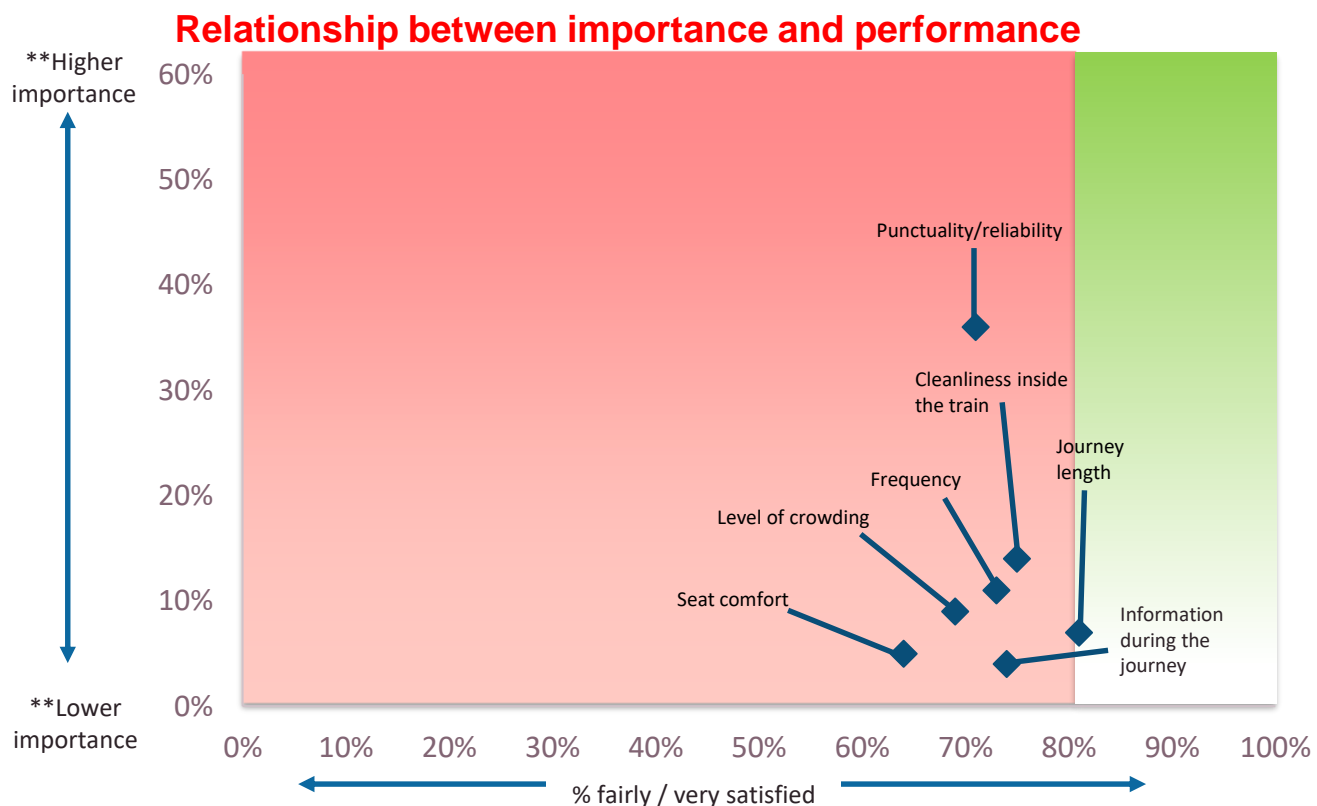
** This chart excludes any factors that account for less than 4% importance