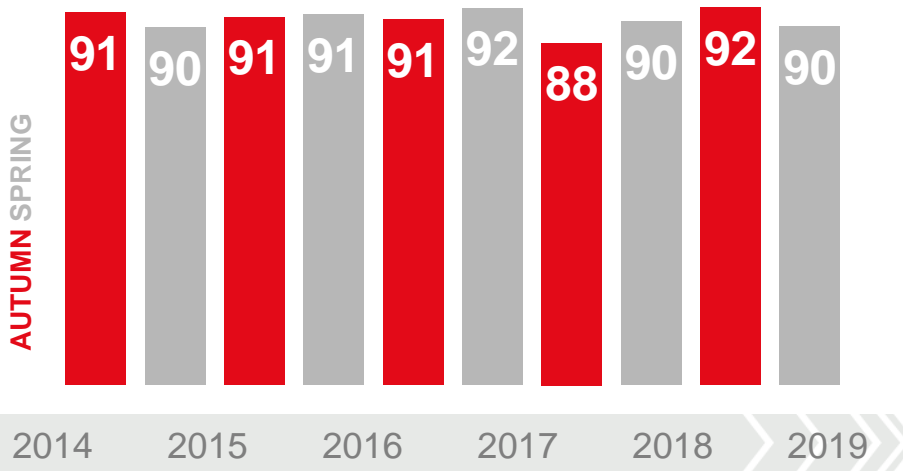


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Chiltern Railways SPRING 2019

This survey covers 1,007 Chiltern Railways passengers

OVERALL JOURNEY SATISFACTION



90%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

-1

vs Spring 2018



88%



87%



83%



92%

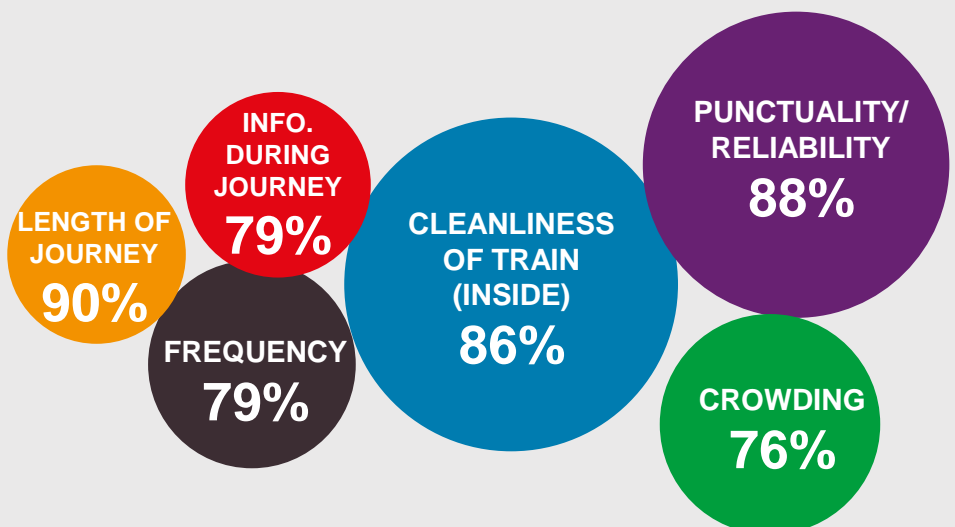


96%

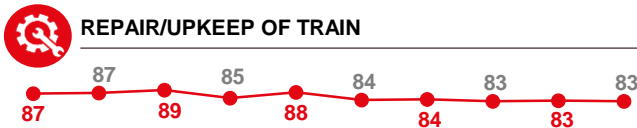
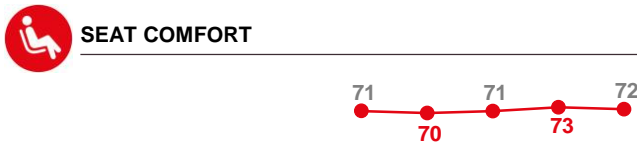
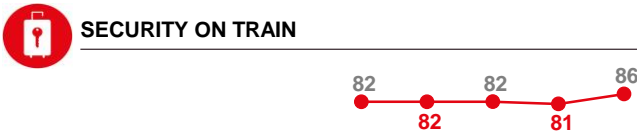
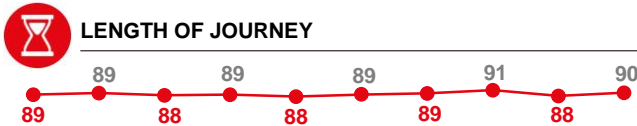
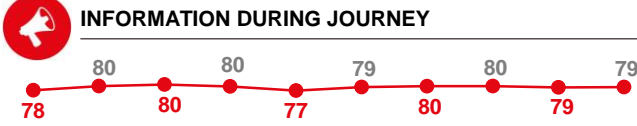
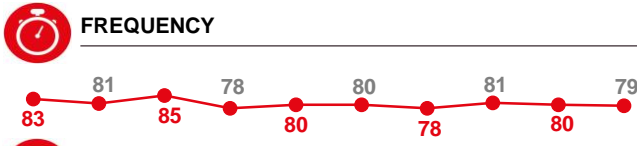
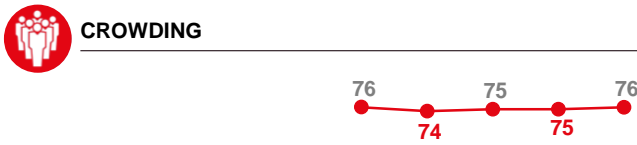
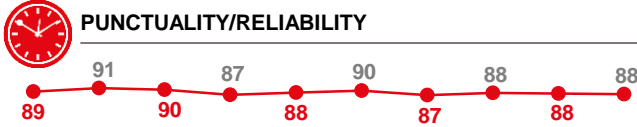
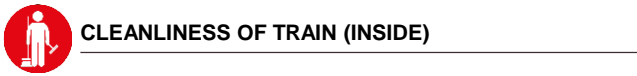
DRIVERS OF SATISFACTION

% SATISFIED

Some factors have a greater influence on whether a passenger is satisfied with the overall journey than others. The size of the circle denotes relative importance of the top six drivers of satisfaction, so the biggest is the most important driver.



DRIVERS OF SATISFACTION OVER TIME



78



87



92

82

88

94

67

83

81

73

81

85

71

82

86

82

90

97

81

85

91

64

75

77

73

86

91

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

Displaying ranked importance where the key driver is greater than 3%