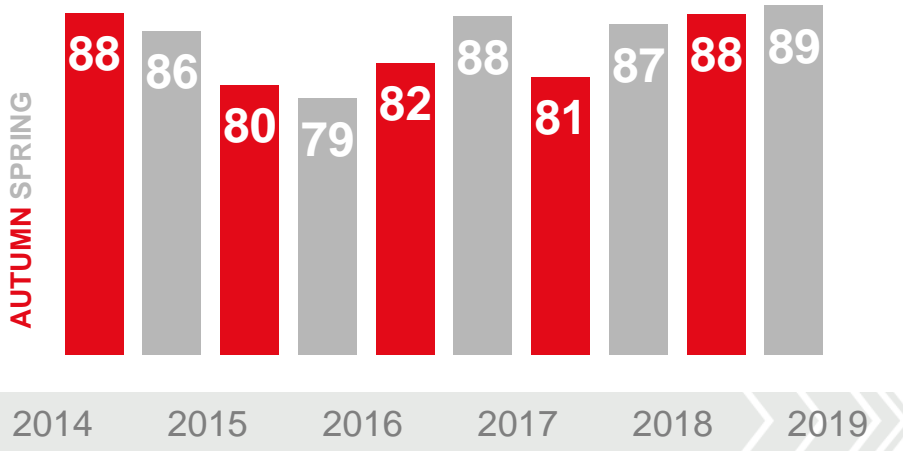


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Gatwick Express SPRING 2019

This survey covers 453 Gatwick Express passengers

## OVERALL JOURNEY SATISFACTION



# 89%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# +2

vs Spring 2018



89%



80%



83%



91%

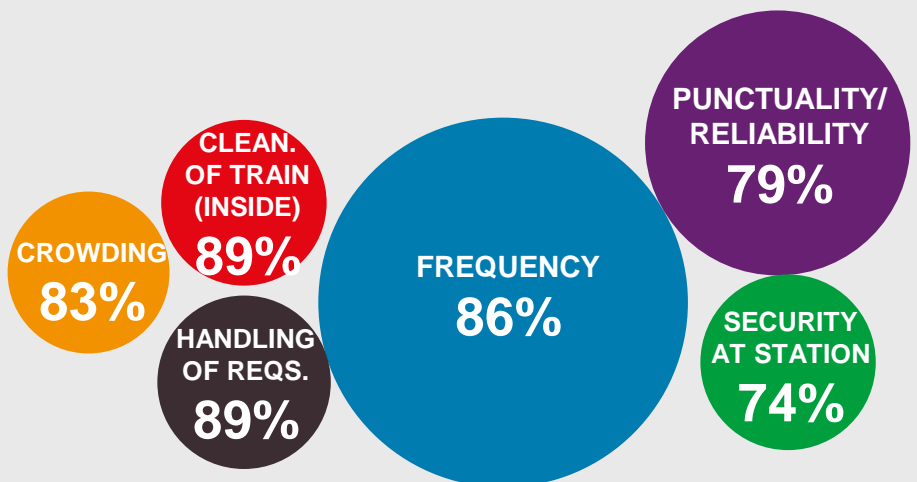


98%

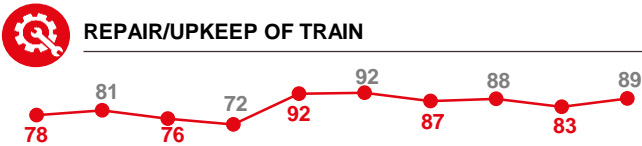
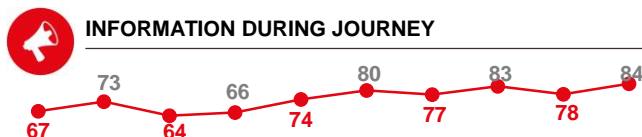
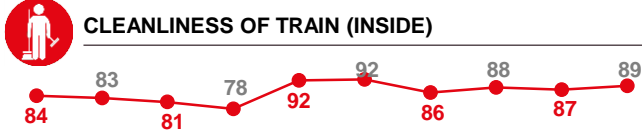
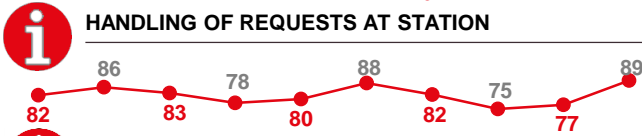
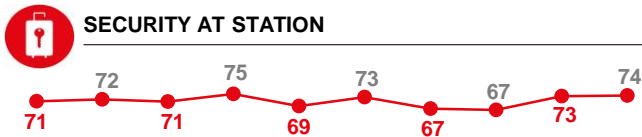
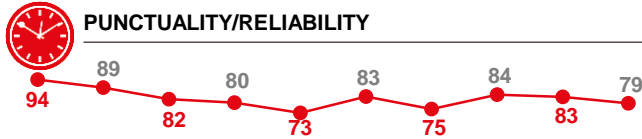
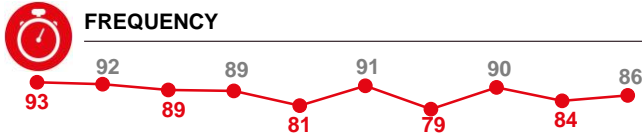
## DRIVERS OF SATISFACTION

% 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



← 2014 2015 2016 2017 2018 2019 →

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

AUTUMN SPRING



88



85



86

68

83

78

76

76

71

86

96

85

87

89

90

79

88

80

78

88

82

62

78

72

92

87

89

DRIVER IMPORTANCE