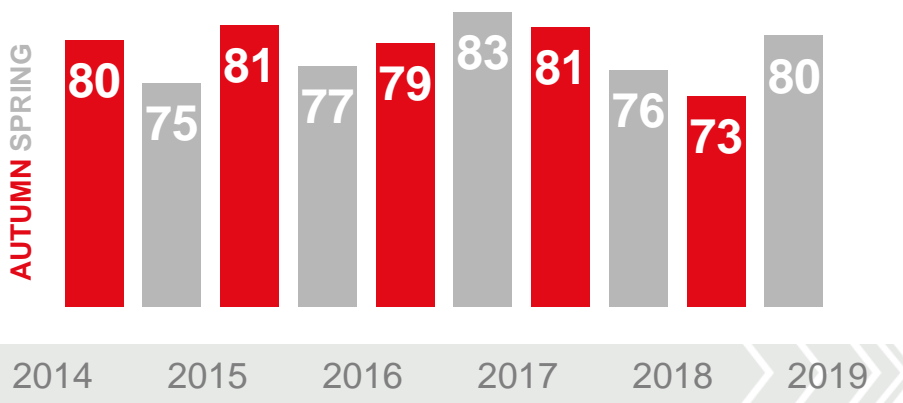


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Greater Anglia SPRING 2019

This survey covers 1,572 Greater Anglia passengers

OVERALL JOURNEY SATISFACTION



80%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



73%



79%



76%



81%



85%

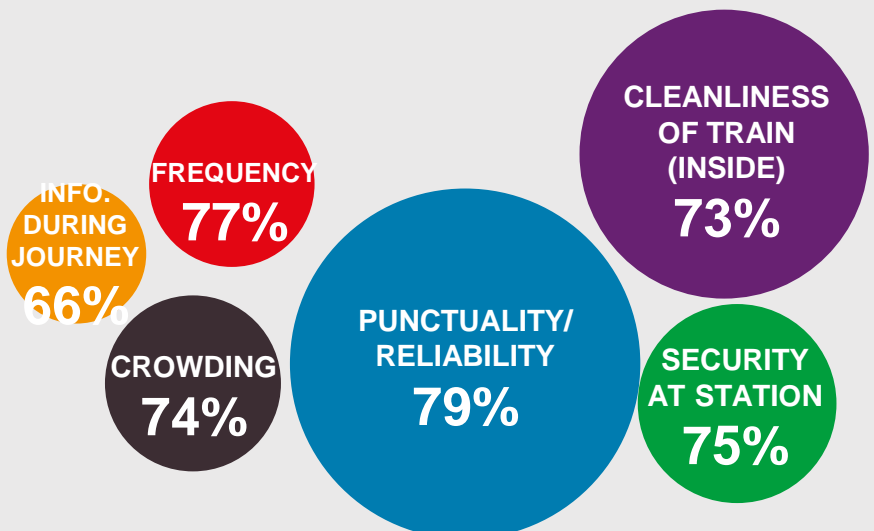
+4

vs Spring 2018

DRIVERS OF SATISFACTION

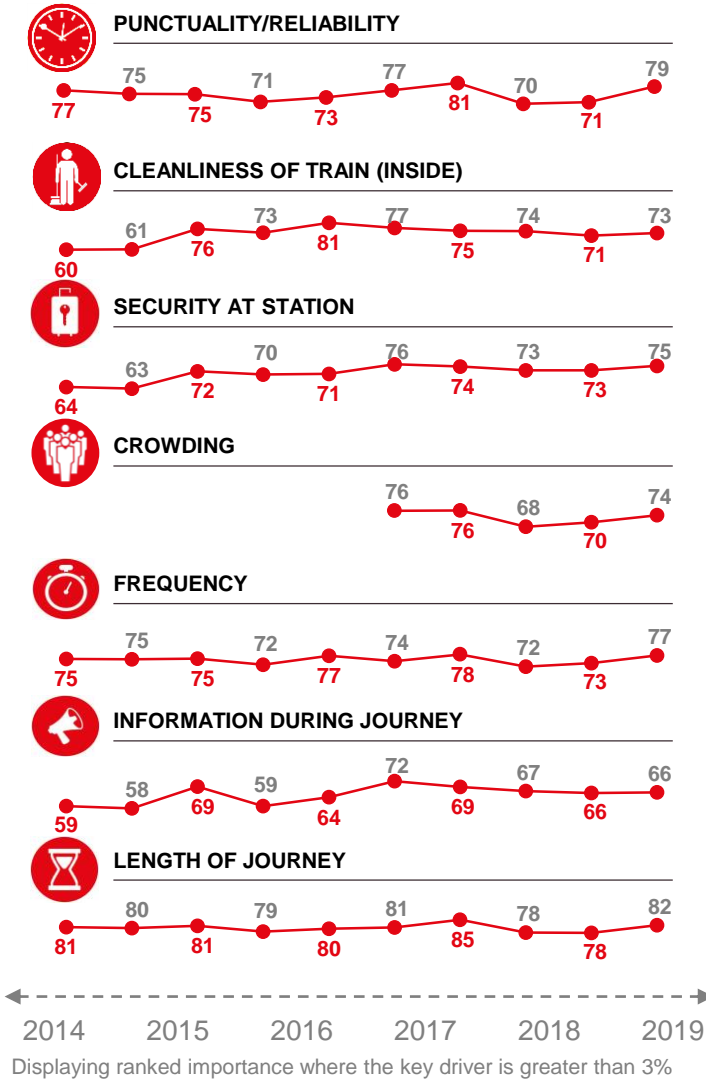
% SATISFIED

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

DRIVER IMPORTANCE



	COMMUTER	BUSINESS	LEISURE
PUNCTUALITY/RELIABILITY	70	84	88
CLEANLINESS OF TRAIN (INSIDE)	66	79	77
SECURITY AT STATION	74	74	77
CROWDING	64	80	83
FREQUENCY	71	82	82
INFORMATION DURING JOURNEY	55	70	79
LENGTH OF JOURNEY	76	83	89

AUTUMN SPRING