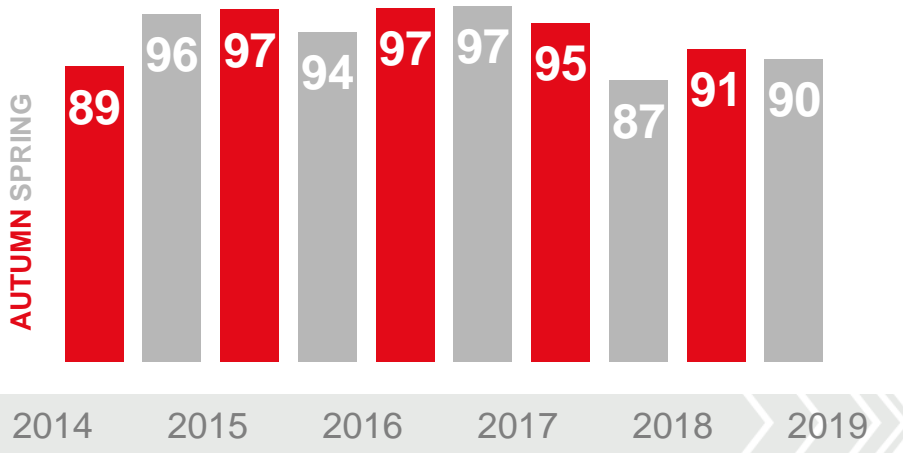


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Hull Trains SPRING 2019

This survey covers 573 Hull Trains passengers

OVERALL JOURNEY SATISFACTION



90%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

+3

vs Spring 2018



92%



86%



87%



94%

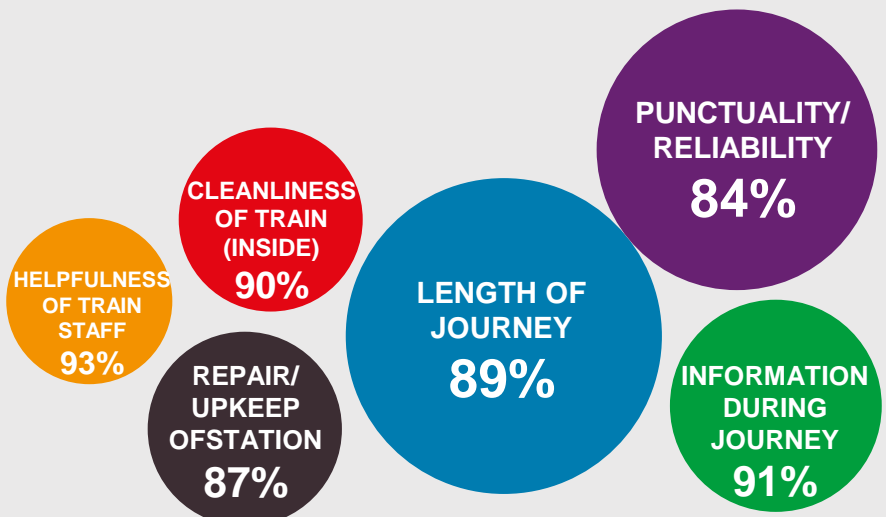


87%

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



LENGTH OF JOURNEY



PUNCTUALITY/RELIABILITY



INFORMATION DURING JOURNEY



REPAIR/UPKEEP OF STATION



CLEANLINESS OF TRAIN (INSIDE)



HELPFULNESS OF TRAIN STAFF



HANDLING OF REQUESTS AT STATION



POWER SOCKETS



TICKET BUYING



CROWDING



SEAT COMFORT



SECURITY ON TRAIN



INFORMATION AT STATION



Segment	2014	2015	2016	2017	2018	2019
Commuter	86	73	89	80	86	86
Business	90	89	92	88	92	92
Leisure	90	81	91	88	91	94

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

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