OVERALL JOURNEY SATISFACTION

<table>
<thead>
<tr>
<th>Autumn</th>
<th>Spring</th>
</tr>
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<tbody>
<tr>
<td>88%</td>
<td>87%</td>
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<td>90%</td>
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<td>87%</td>
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<td>79%</td>
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</tbody>
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Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

+1 vs Spring 2018

82% 78% 78% 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.

- Punctuality/Reliability: 76%
- Security on Train: 79%
- Frequency: 76%
- Repair/Upkeep of Train: 78%
- Info. during Journey: 74%
- Crowding: 73%
- Commuter: 82%
- Business: 77%
- Leisure: 77%

This survey covers 1,537 ScotRail passengers.
Drivers of satisfaction over time

- **Punctuality/Reliability**: 82-76
- **Frequency**: 81-76
- **Security on Train**: 79-79
- **Repair/Upkeep of Train**: 83-78
- **Information during Journey**: 75-74
- **Crowding**: 79-73
- **Information at Station**: 85-84
- **Seat Comfort**: 71-75
- **Cleanliness of Train (Inside)**: 83-77

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