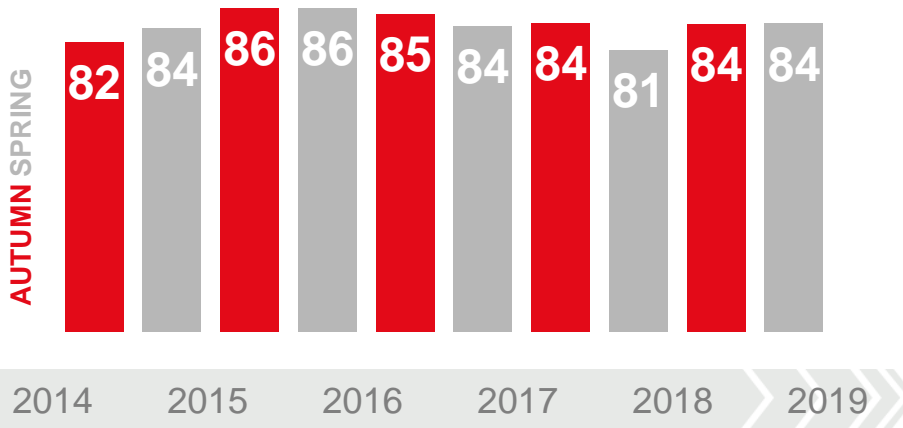


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

West Midlands Trains SPRING 2019

This survey covers 1,142 West Midlands Trains passengers

OVERALL JOURNEY SATISFACTION



84%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

+3
vs Spring 2018



77%



83%



75%



91%



91%

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.

CROWDING
70%

FREQUENCY
84%

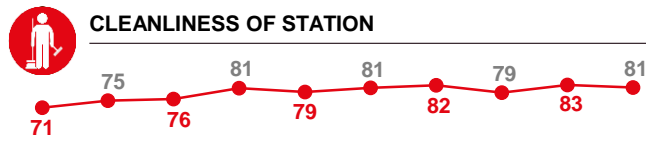
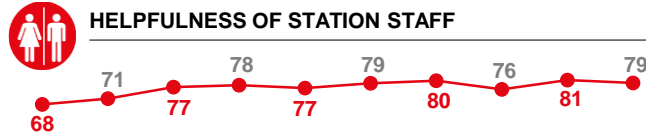
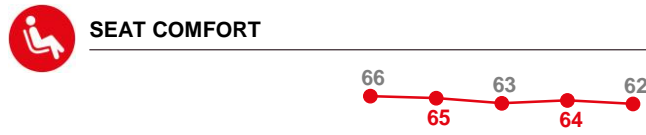
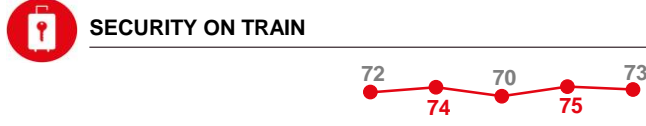
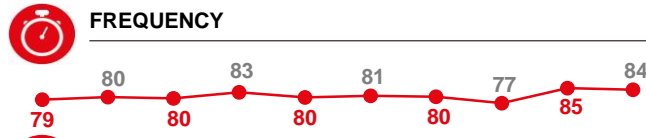
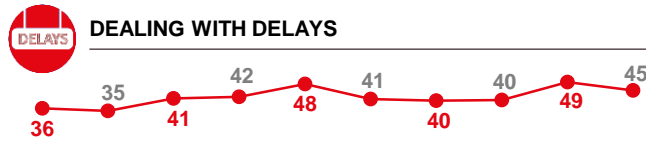
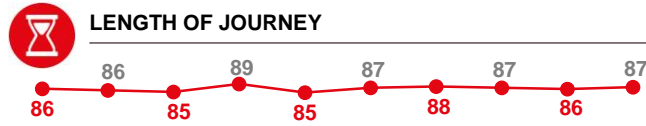
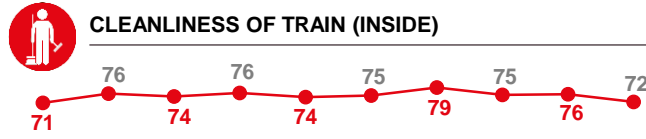
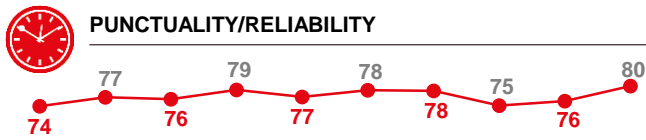
DEALING WITH DELAYS
45%

PUNCTUALITY/RELIABILITY
80%

CLEANLINESS OF TRAIN (INSIDE)
72%

LENGTH OF JOURNEY
87%

DRIVERS OF SATISFACTION OVER TIME



70



88



86

60

81

80

82

84

92

35

65

54

78

88

88

56

74

81

68

86

74

53

61

71

74

79

85

75

80

87

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

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