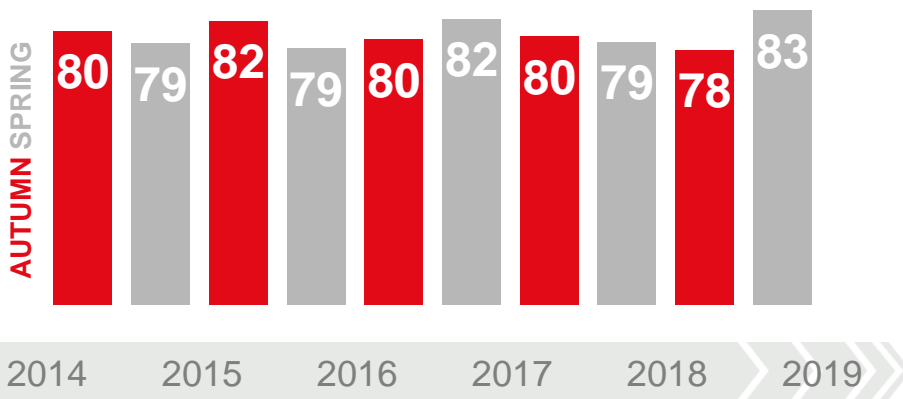


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

London and South East SPRING 2019

This survey covers 17,358 London and South East passengers

OVERALL JOURNEY SATISFACTION



83%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



77%



80%



77%



84%



90%

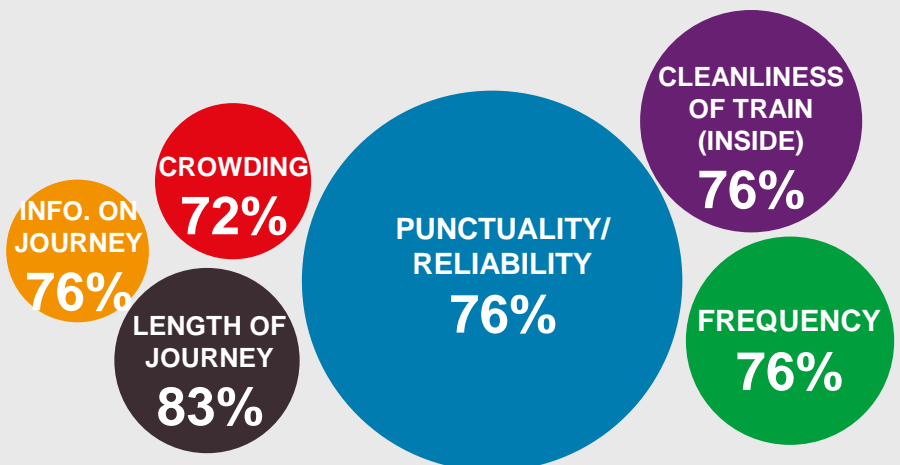
+4

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



68



80



86

70

78

83

69

81

83

79

85

89

61

79

84

70

79

83

57

65

71

70

74

75

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

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