



NRPS results presentation – Autumn 2014

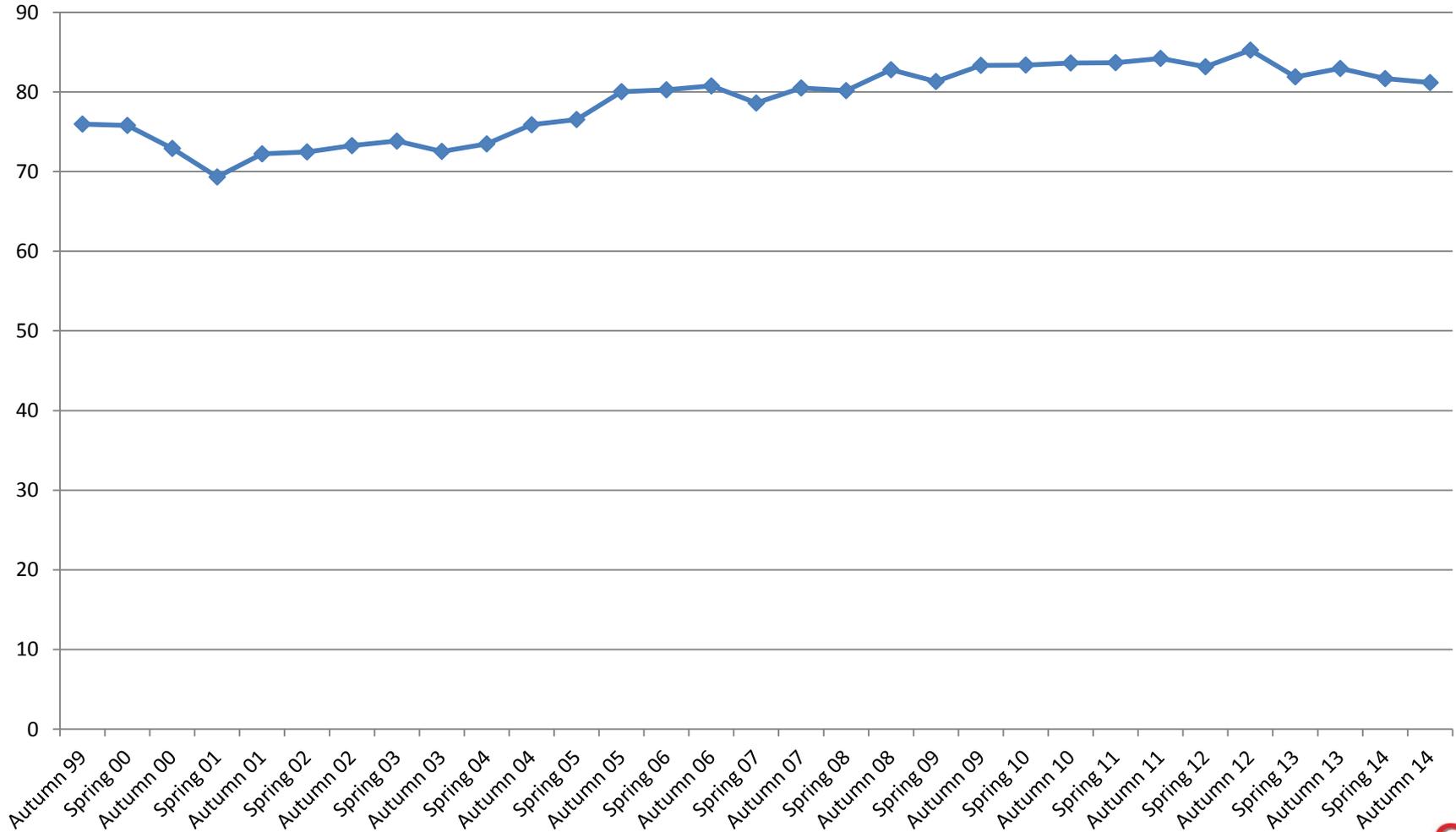


Ian Wright
Head of Research
February 2015

Feb 15 BM C 1.0

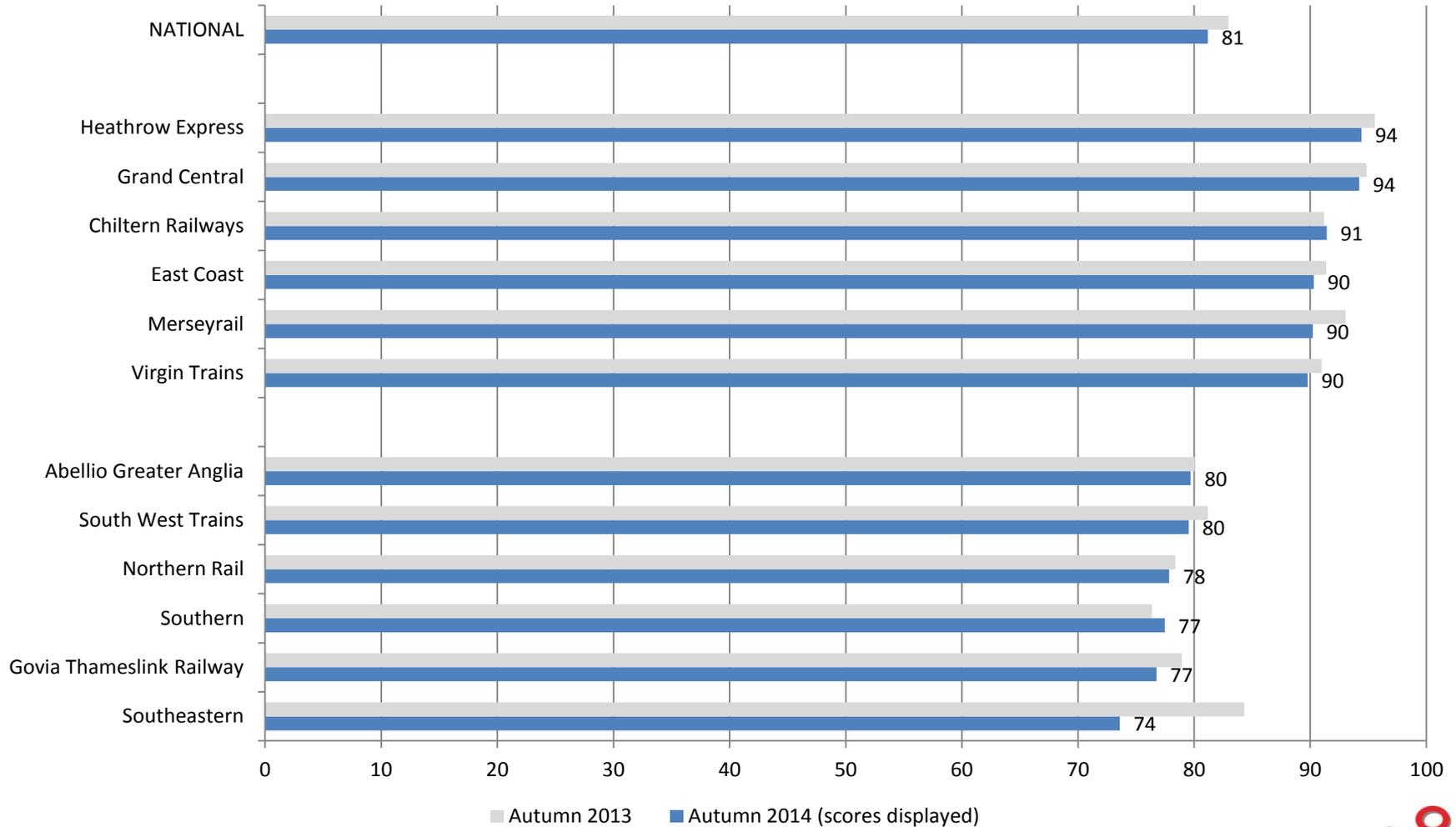
National Rail Passenger Survey - Overall Satisfaction

Autumn 1999 to Autumn 2014

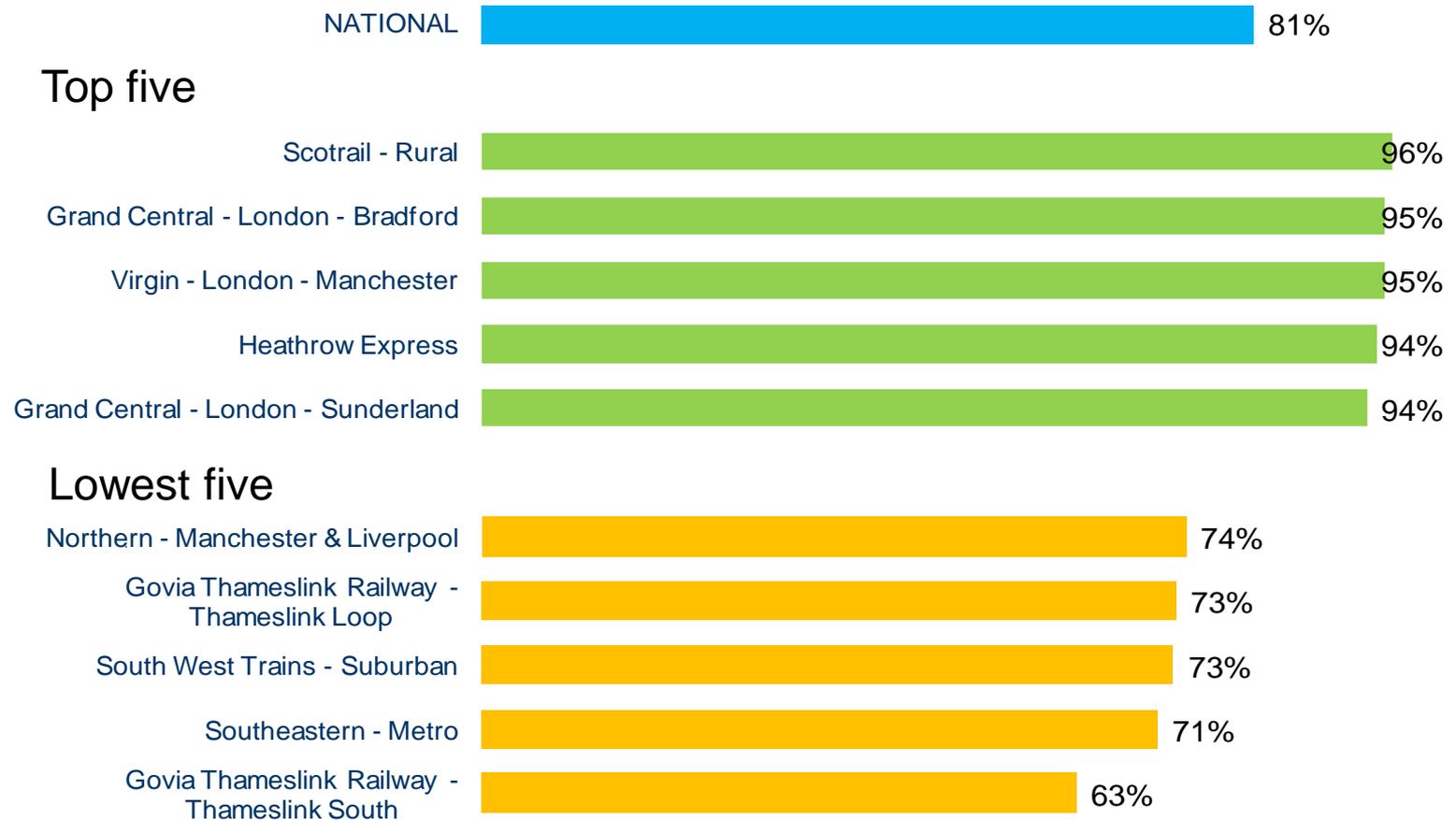


Autumn 2014 Passenger Overall Satisfaction by TOC

– who was top and bottom (with comparison to Autumn 2013)

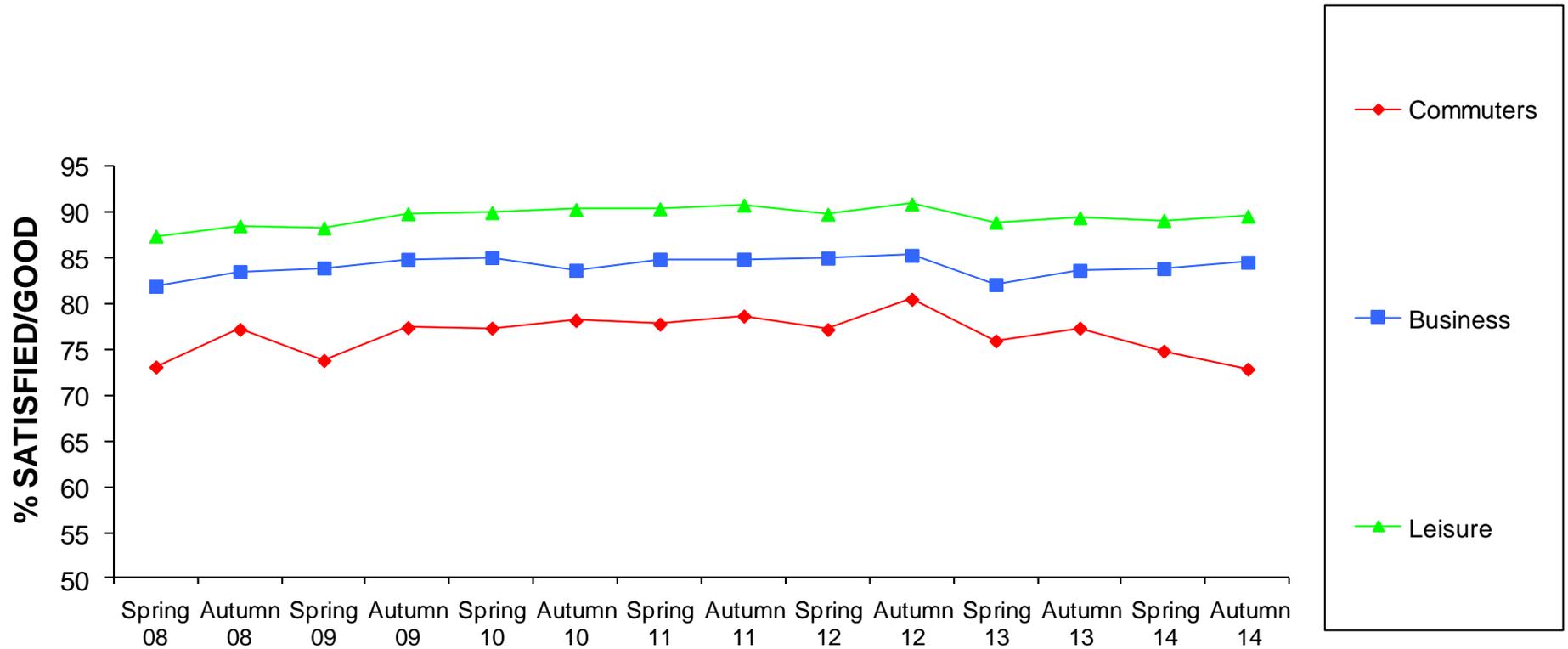


Autumn 2014 NRPS - overall journey satisfaction block/route level



% satisfied/good

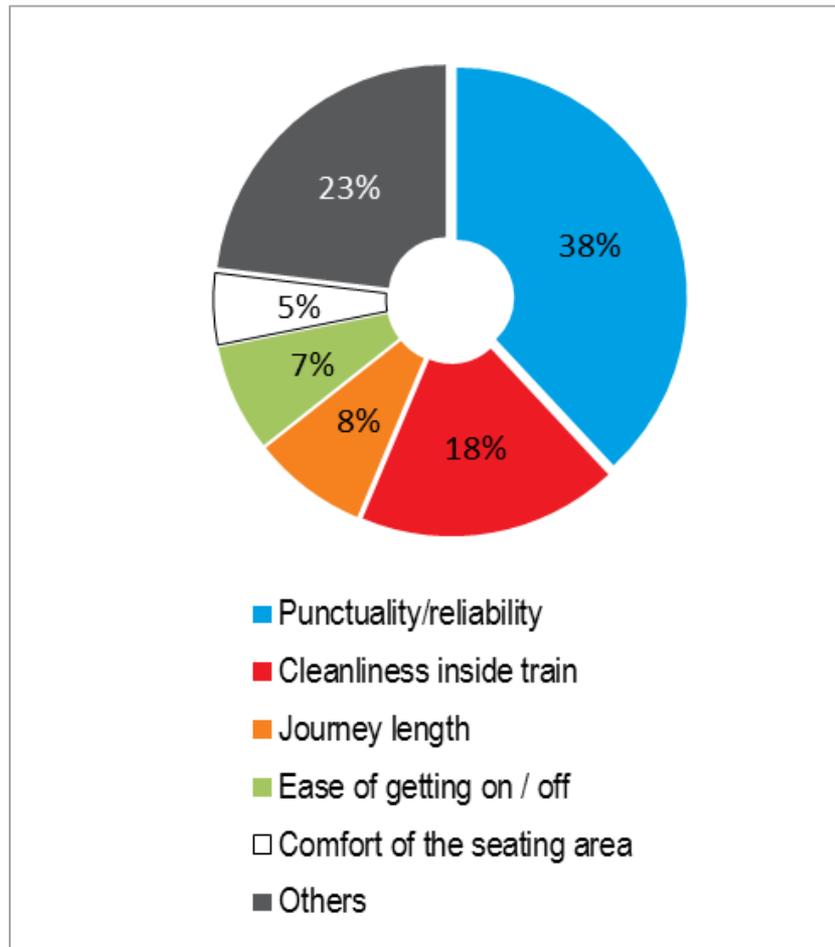
NRPS – Overall Satisfaction with journey - by journey type



Key drivers/multivariate analysis

- Identifies which of the 33 station and train factors are most important in determining overall customer satisfaction and dissatisfaction.

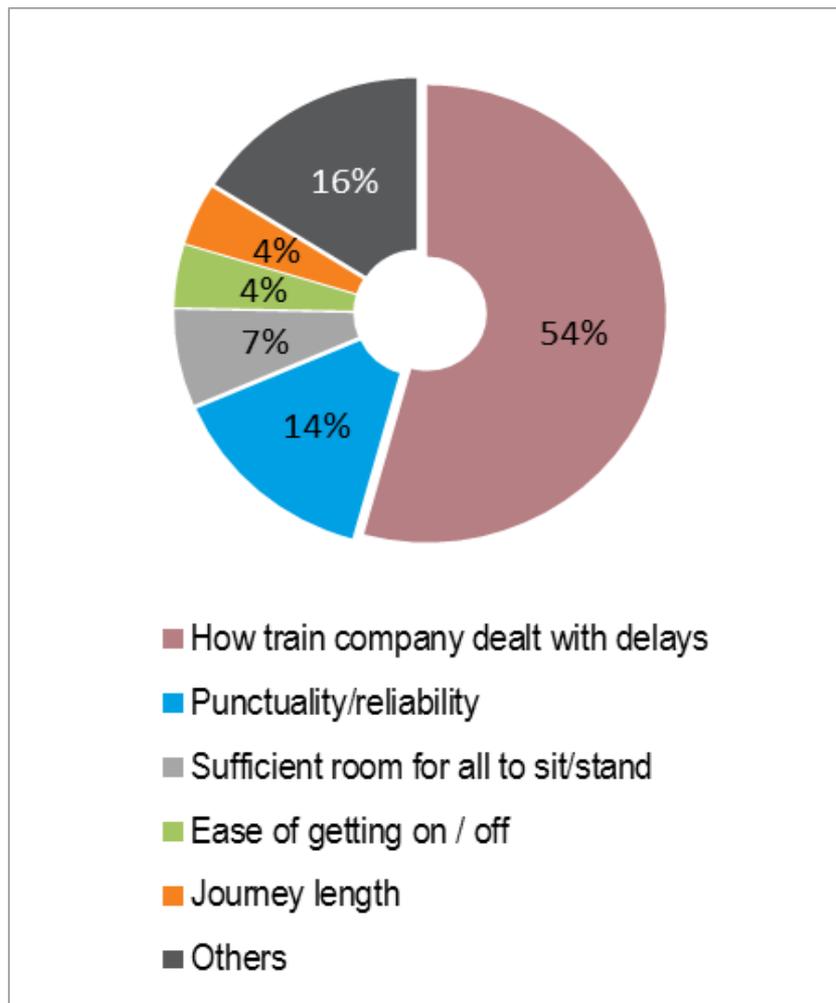
Chart below shows drivers of satisfaction (% of overall satisfaction explained by factor)
NRPS autumn 2014/spring 2014



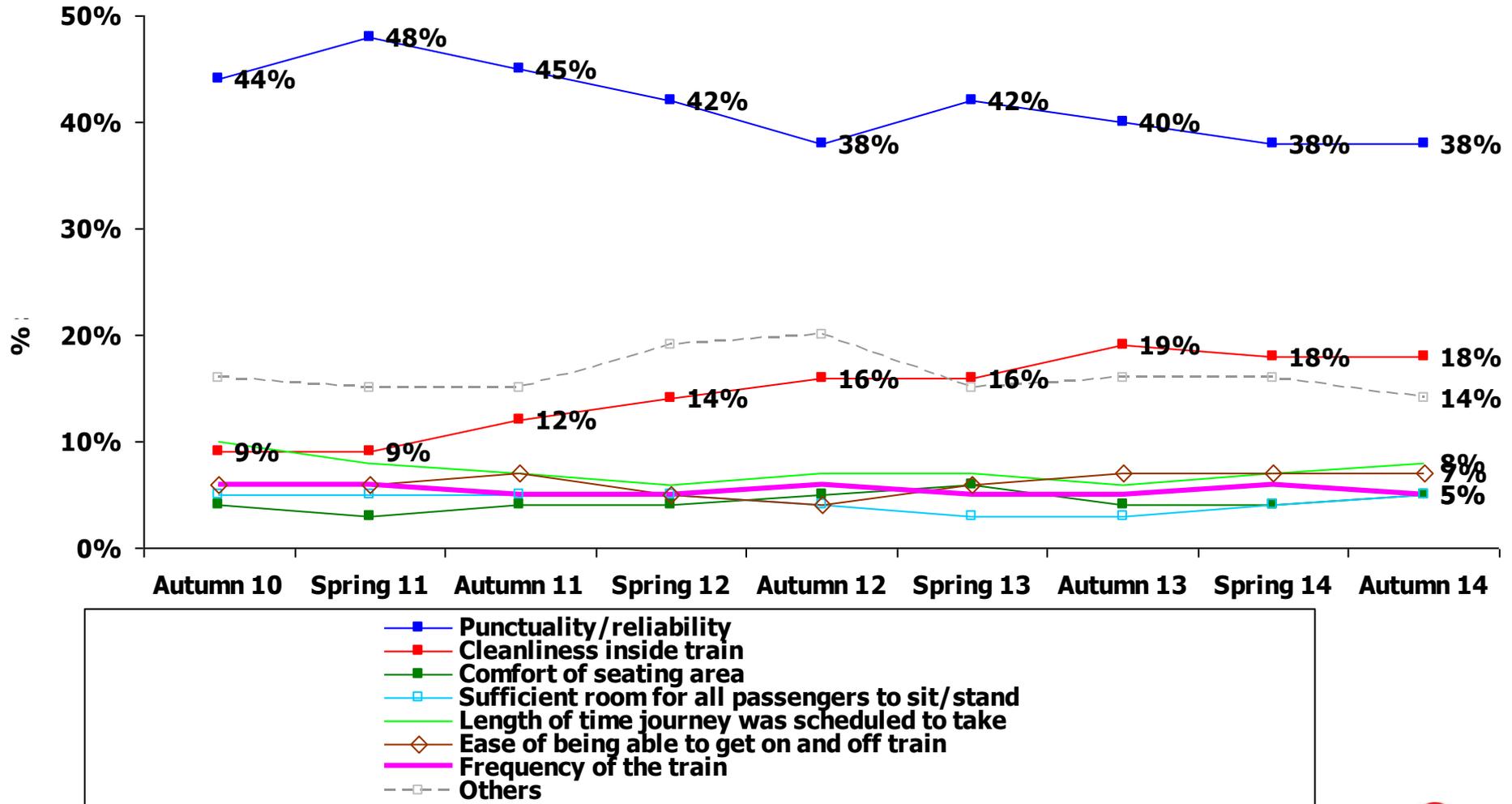
Drivers of customer dissatisfaction – Autumn 2014/Spring 2014 (bar size shows share of overall satisfaction due to factor)

- How delays handled is biggest driver of dissatisfaction.

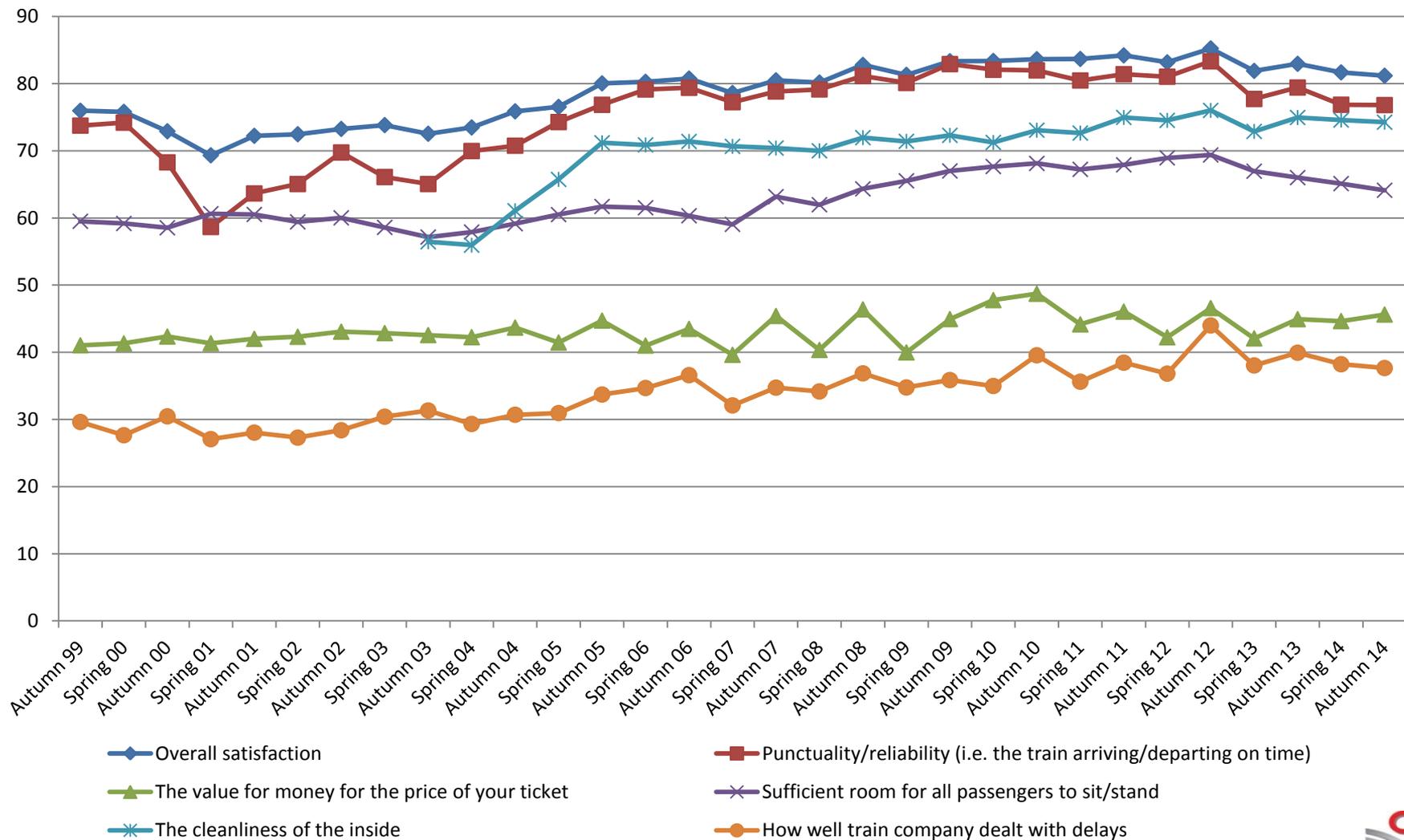
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National Drivers of customer satisfaction – change over time (based on two waves combined)



National Rail Passenger Survey – Variation in satisfaction nationally - Autumn 1999 to Autumn 2014



Performance and Satisfaction

National

