

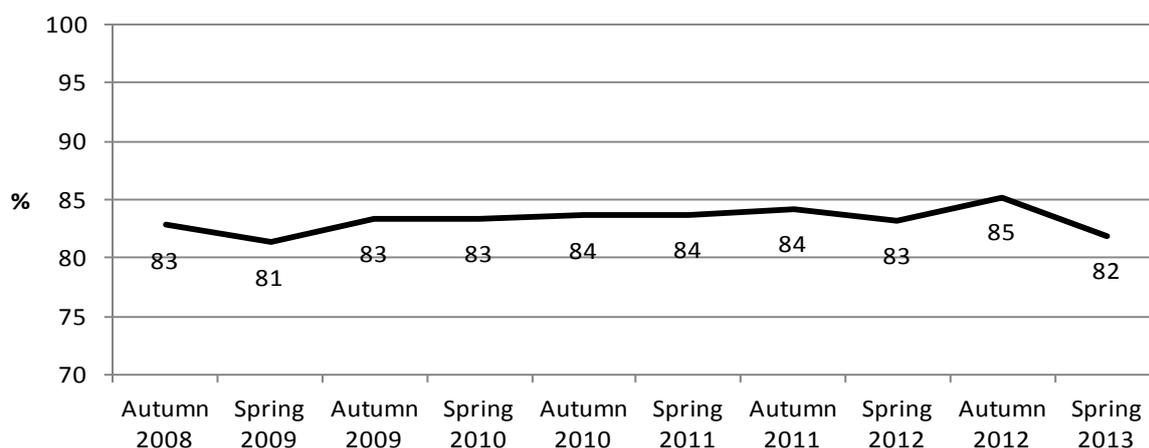
Rail Passenger Satisfaction at a glance: Great Britain - Spring 2013

Passenger Focus is the independent watchdog. Our mission is to get the best deal for passengers. In spring and autumn we carry out the rail National Passenger Survey (NPS), a network-wide picture of passengers' satisfaction with rail travel for Great Britain.

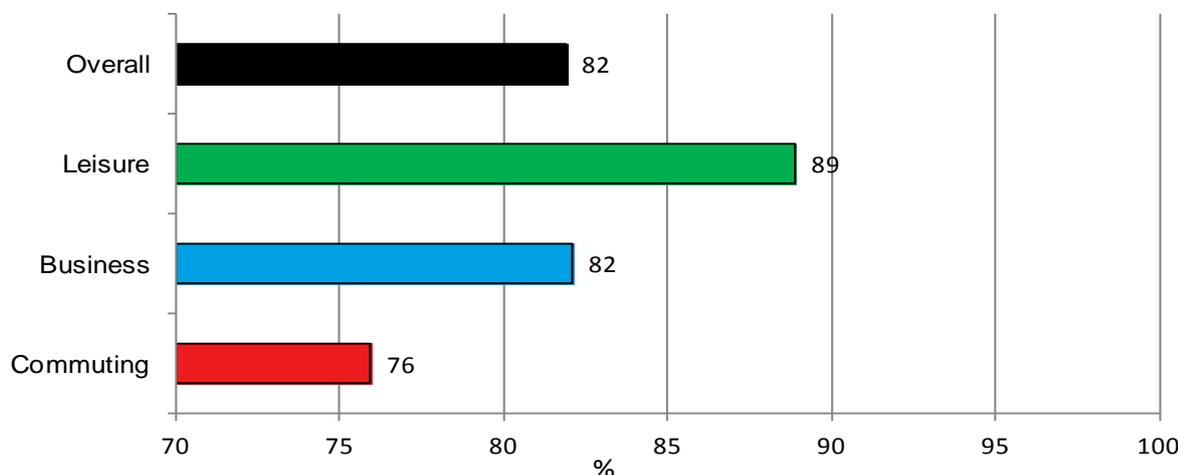
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

Nationally each wave covers around 30,000 passengers. This page shows the headlines. Page 2 shows satisfaction with individual aspects of the station and the train. Page 3 looks at some factors in a bit more depth. The last page shows which factors have the biggest effect on satisfaction and dissatisfaction.

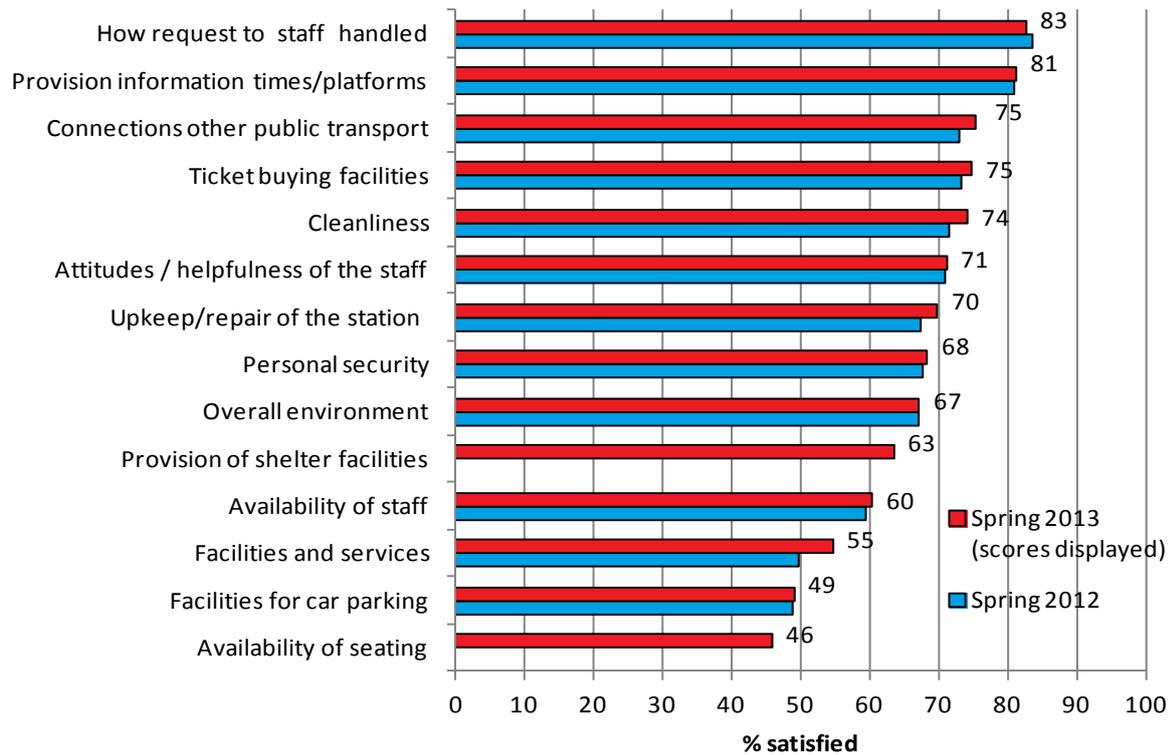
Overall satisfaction with the total journey



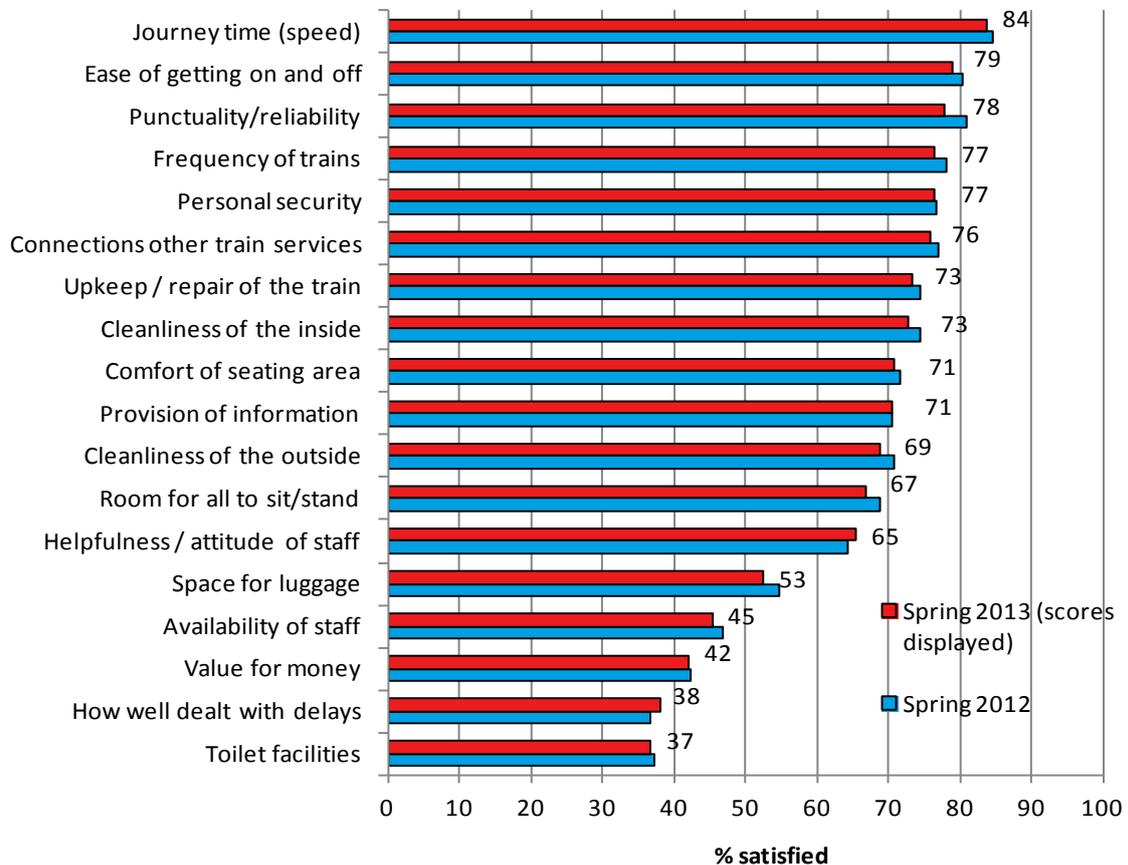
Overall satisfaction by journey purpose Spring 2013



Satisfaction at the station

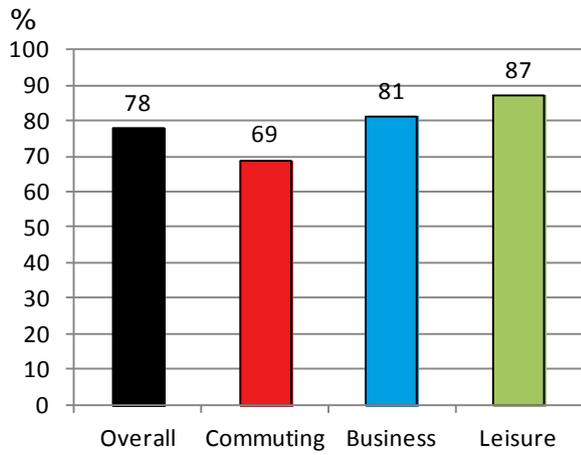


Satisfaction on the train

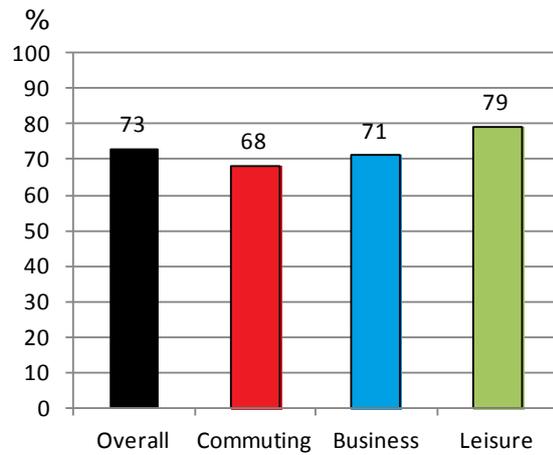


Satisfaction - in a bit more depth (Spring 2013)

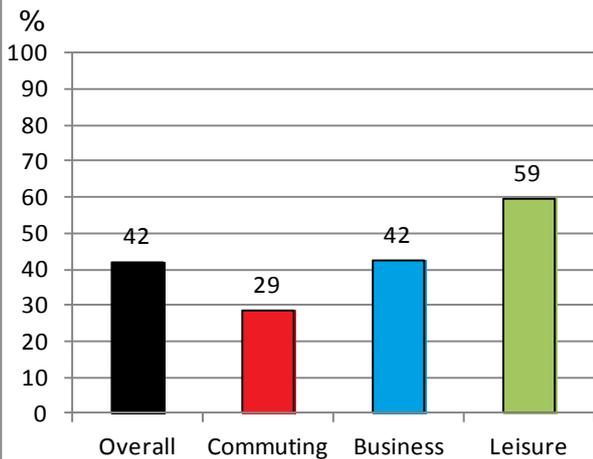
Punctuality/reliability



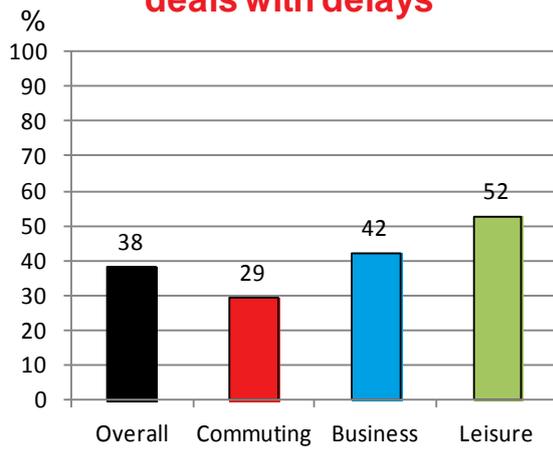
Cleanliness inside the train



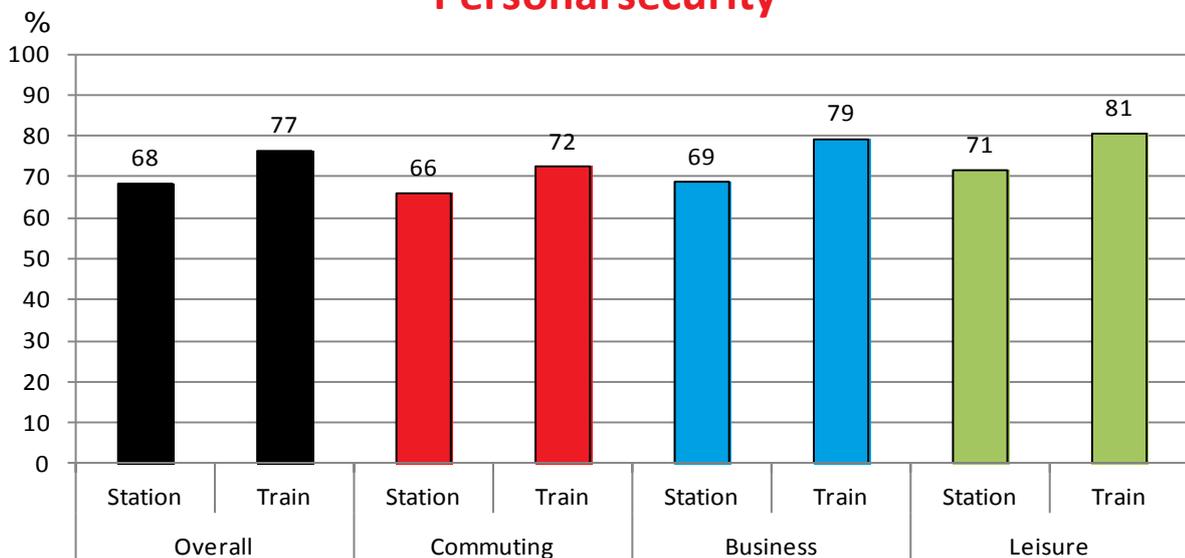
Value for money



How well train company deals with delays



Personal security



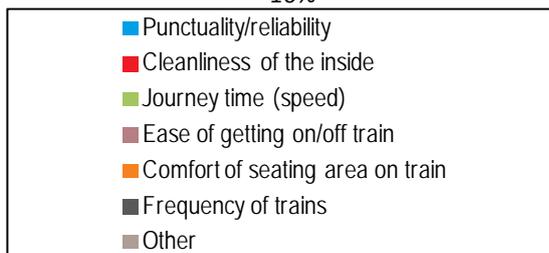
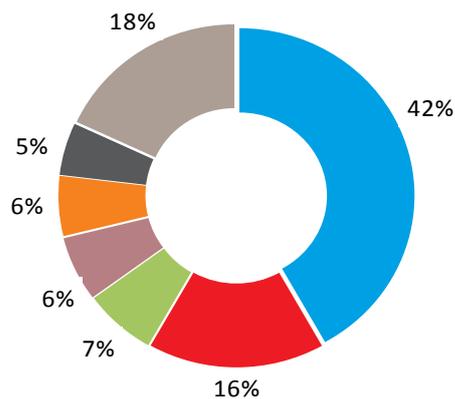
What impacts on satisfaction and dissatisfaction?

Not all the factors shown above will have equal importance - some things will have a much bigger influence on whether you are satisfied than others. The charts below show which station and train factors are most important in determining overall passenger satisfaction and dissatisfaction.

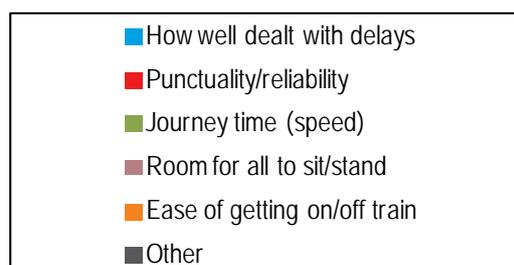
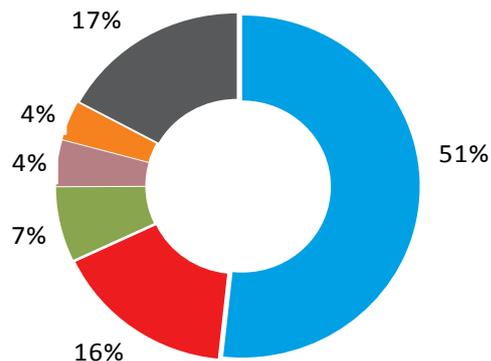
The analysis looks at which factors correlate most highly with overall satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure the greater the impact.

These charts - for Spring 2013 - show that punctuality remains the biggest single influence on satisfaction and dissatisfaction. However, if looked at over time we see the impact of punctuality decreasing while cleanliness of the inside of the train increases.

What has the biggest impact on overall satisfaction?



What has the biggest impact on overall dissatisfaction?



This is just a quick look at passenger satisfaction. To download the full National Passenger Survey, or find a more detailed analysis of each train company, visit: <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>.