



# Priorities for longer distance journeys

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# National Rail Passenger Survey (NRPS)

## Passenger satisfaction\* by length of time on train

|  | Total | Up to 1 hour | 1 hour up to 2 hours | 2 or more hours |
|--|-------|--------------|----------------------|-----------------|
| Overall satisfaction                     | 82%   | 82%          | 83%                  | 88%             |
| Punctuality/reliability                  | 78%   | 77%          | 81%                  | 88%             |
| Value for money                          | 45%   | 43%          | 48%                  | 58%             |
| Sufficient room to sit/stand             | 66%   | 65%          | 65%                  | 73%             |
| How well train company dealt with delays | 39%   | 37%          | 44%                  | 56%             |
| Cleanliness of the inside of the train   | 75%   | 74%          | 76%                  | 84%             |

\* Percentage of passengers who are very/fairly satisfied

Base: NRPS Autumn 2013 and Spring 2014 waves

# Rail passengers' priorities for improvement

## Priorities for passengers making a long distance journey

Rank order with index score to 100

|  | GB  |    | Long distance |    |
|--|-----|----|---------------|----|
| Price of train tickets offers better value for money             | 494 | 1  | 502           | 1  |
| Passengers always able to get a seat on the train                | 367 | 2  | 433           | 2  |
| Trains sufficiently frequent at the times I wish to travel       | 264 | 3  | 252           | 3  |
| More trains arrive on time than happens now                      | 178 | 4  | 155           | 4  |
| Train company keeps passengers informed about delays             | 163 | 5  | 149           | 5  |
| Less frequent major unplanned disruptions to your journey        | 161 | 6  | 140           | 6  |
| Fewer trains cancelled than happens now                          | 136 | 7  | 118           | 8  |
| Accurate and timely information available at stations            | 132 | 8  | 122           | 7  |
| Journey time is reduced  | 105 | 9  | 111           | 10 |
| Free Wi-Fi available on the train                                | 97  | 10 | 113           | 9  |
| Inside of train is maintained and cleaned to a high standard     | 93  | 11 | 100           | 12 |
| Accurate and timely information provided on trains               | 92  | 12 | 85            | 14 |
| Less disruption due to engineering works                         | 90  | 13 | 79            | 15 |
| Well-maintained, clean toilet facilities on every train          | 89  | 14 | 101           | 11 |
| Connections with other train services are always good            | 84  | 15 | 86            | 13 |
| Good connections with other public transport at stations         | 62  | 16 | 62            | 17 |
| Seating area on train is very comfortable                        | 59  | 17 | 69            | 16 |
| Train staff have a positive, helpful attitude                    | 47  | 18 | 46            | 19 |
| Station staff have a positive, helpful attitude                  | 46  | 19 | 45            | 20 |
| New ticket formats available such as smartcards, ticket Apps etc | 45  | 20 | 49            | 18 |
| Improved personal security on the train                          | 41  | 21 | 35            | 23 |
| Improved personal security at the station                        | 38  | 22 | 33            | 24 |
| Sufficient space on train for passengers' luggage                | 37  | 23 | 43            | 21 |
| Stations maintained and cleaned to a high standard               | 36  | 24 | 36            | 22 |
| More staff available at stations to help passengers              | 29  | 25 | 27            | 26 |
| There is always space in the station car park                    | 27  | 26 | 25            | 27 |
| Free Wi-Fi available at the station                              | 24  | 27 | 27            | 25 |
| More staff available on trains to help passengers                | 20  | 28 | 18            | 28 |
| Reduced queuing time when buying a ticket                        | 20  | 29 | 18            | 29 |
| Access from station entrance to boarding train is step-free      | 15  | 30 | 14            | 30 |
| Safe and secure bicycle parking available at the station         | 10  | 31 | 9             | 31 |

Base: All GB Rail Passengers n=3,559

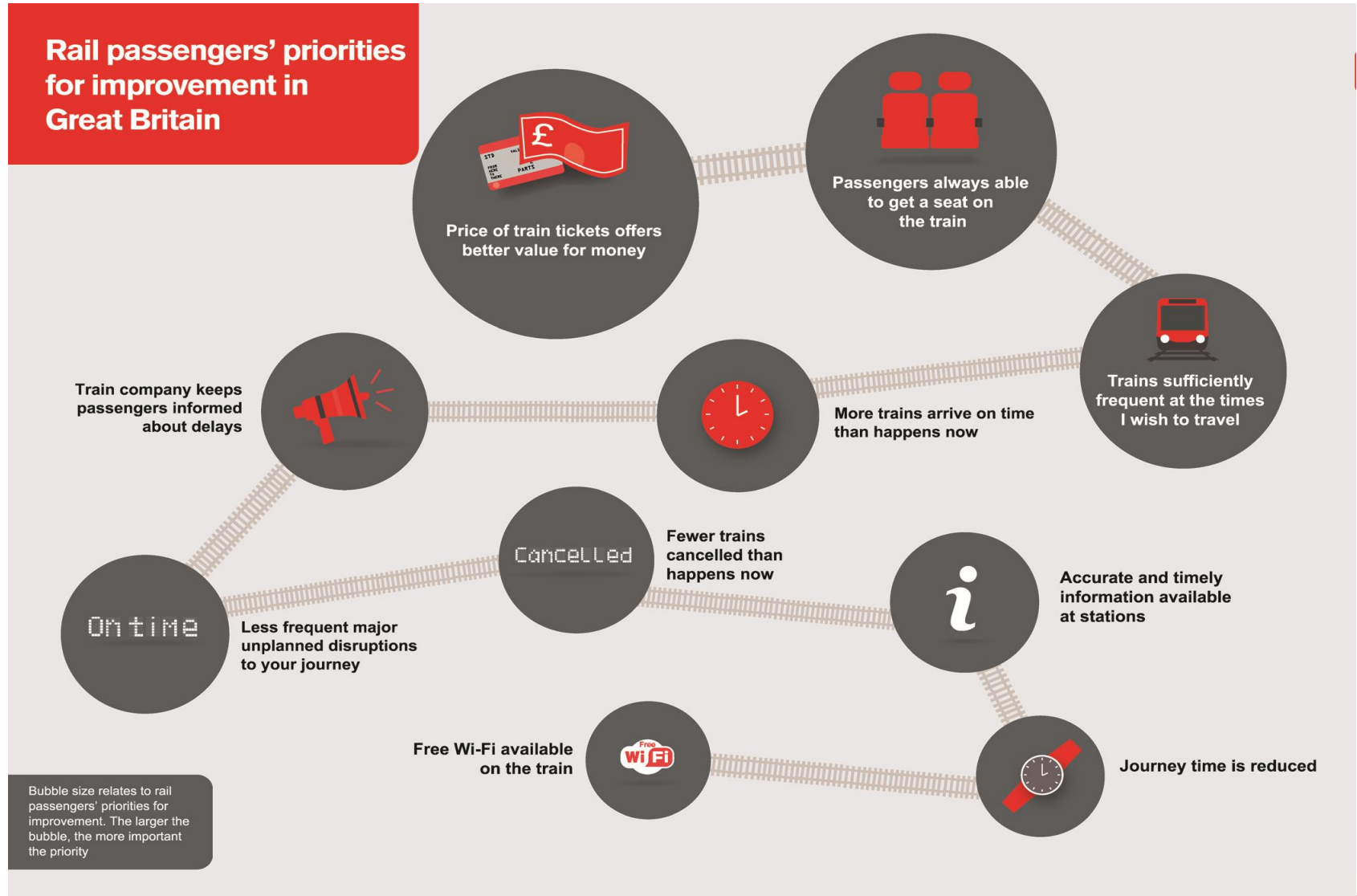
Rail passengers' priorities for improvement research, October 2014

# Rail passengers' priorities for improvement

## Long distance journeys – the top ten

|  | Rank | Index |
|--|------|-------|
| Price of train tickets offers better value for money       | 1    | 502   |
| Passengers always able to get a seat on the train          | 2    | 433   |
| Trains sufficiently frequent at the times I wish to travel | 3    | 252   |
| More trains arrive on time than happens now                | 4    | 155   |
| Train company keeps passengers informed about delays       | 5    | 149   |
| Less frequent major unplanned disruptions to your journey  | 6    | 140   |
| Accurate and timely information available at stations      | 7    | 122   |
| Fewer trains cancelled than happens now                    | 8    | 118   |
| Free Wi-Fi available on the train                          | 9    | 113   |
| Journey time is reduced                                    | 10   | 111   |

# Rail passengers' priorities for improvement Great Britain – the top ten



# Coach Passenger needs and experiences

|                                      |   |
|--------------------------------------|---|
| <b>Planning/<br/>booking journey</b> | <ul style="list-style-type: none"><li>• Each journey planned afresh for most except commuters</li><li>• Little consideration given to operator choice</li><li>• Internet mostly used to plan and book coach journey</li></ul>   |
| <b>Coach stations<br/>and stops</b>  | <ul style="list-style-type: none"><li>• Station or stop used because of convenience</li><li>• Station improvements include more security, 24hr toilet facilities</li><li>• Stops could be improved by having RTI</li></ul>  |
| <b>Boarding</b>                      | <ul style="list-style-type: none"><li>• Generally stress free</li><li>• However some concerns about losing luggage</li></ul>  |
| <b>On board<br/>experience</b>       | <ul style="list-style-type: none"><li>• Seat comfort, temperature, toilets and cleanliness are important</li><li>• Role of driver is key factor of importance</li><li>• Some concerns about longer journey times and breakdowns/delays</li></ul>  |
| <b>Complaints<br/>process</b>        | <ul style="list-style-type: none"><li>• Usually arise if the situation impacts passenger on time, emotionally or financially</li><li>• Mixed views from participants of how complaint was handled</li><li>• All unaware of how to take the complaint further (i.e. BUUK, BAB)</li></ul> |