

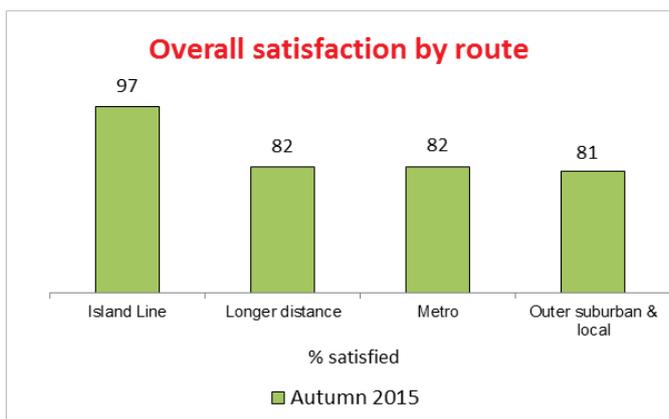
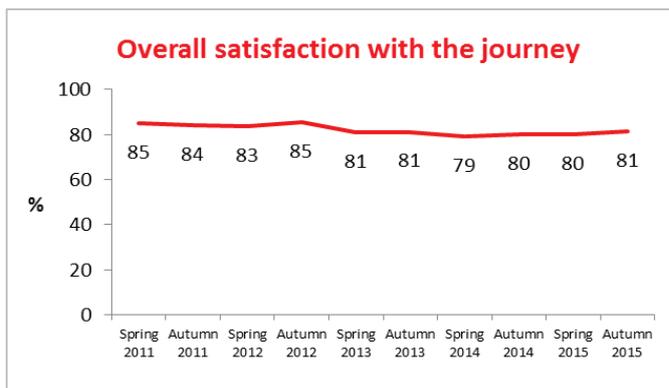
Rail Passenger Satisfaction at a glance: South West Trains - Autumn 2015



Transport Focus is the independent transport-user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in 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.

For South West Trains this time we spoke to 1951 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.



How routes are defined

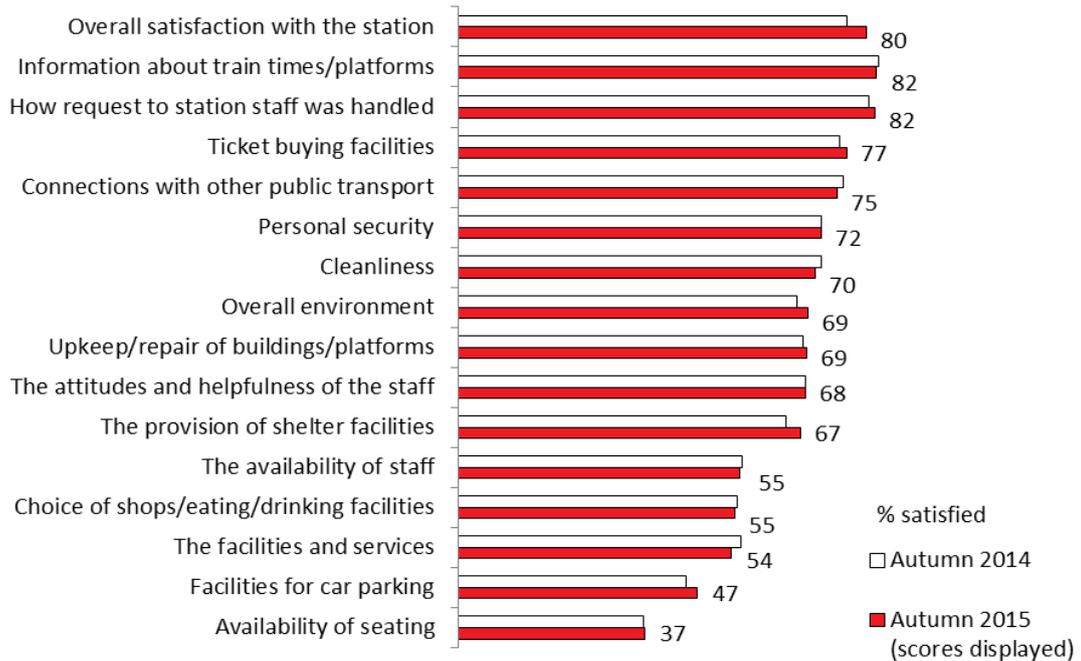
Island Line: Journeys starting from stations on the Isle of Wight

Longer distance: Journeys starting on longer distance routes that generally go to or from London, but where the vast majority of the journey is outside of London

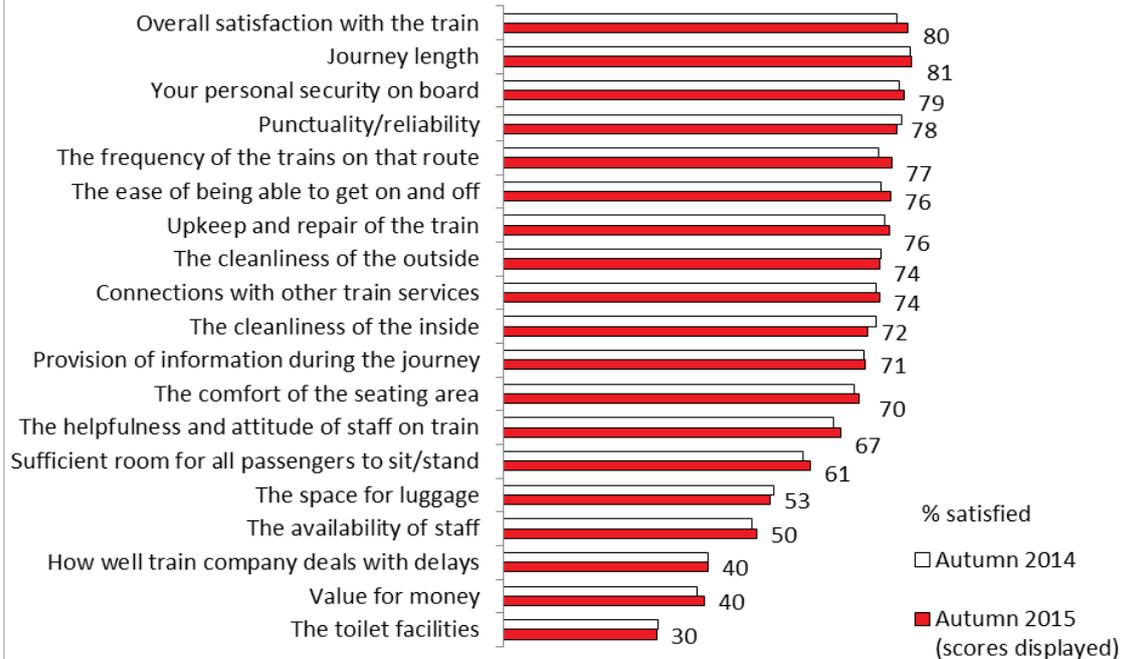
Metro: Journeys on routes that are mainly or wholly within London

Outer suburban & local: Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

Satisfaction at the station where they boarded



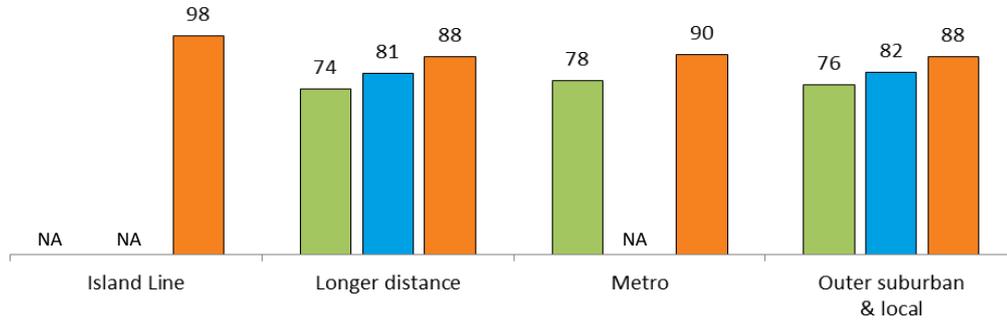
Satisfaction on the train



Satisfaction - in a bit more depth (Autumn 2015)

Overall satisfaction - by route and journey type

% satisfied

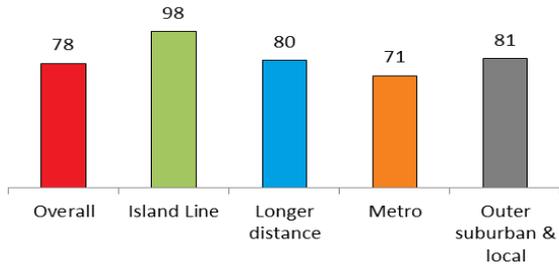


Sample size too small for Commuters / Business travellers on Island Line, and for Business travellers on Metro routes

■ Commuting ■ Business ■ Leisure

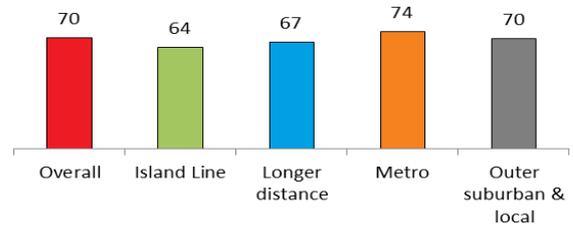
Punctuality/reliability

% satisfied



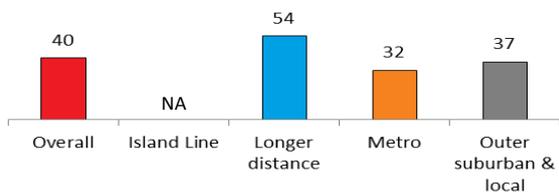
Comfort of the seating area

% satisfied



How well train company deals with delays

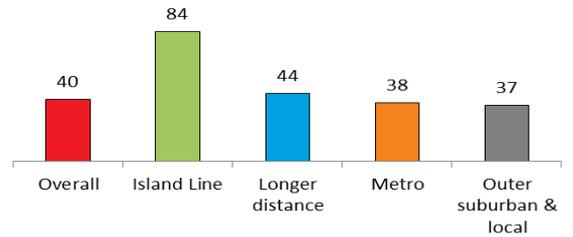
% rating well



Sample size too low for Not managed by SWT and West of England
Sample size too small Island Line

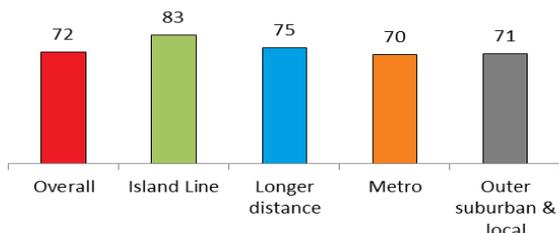
Value for money

% satisfied



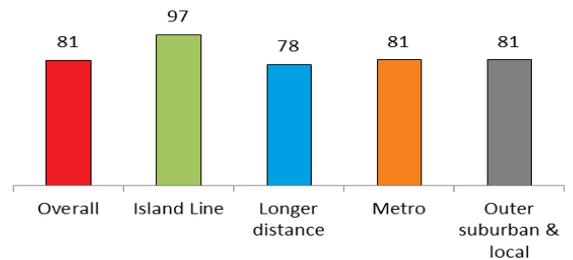
Cleanliness inside the train

% rating as good



Journey length

% satisfied



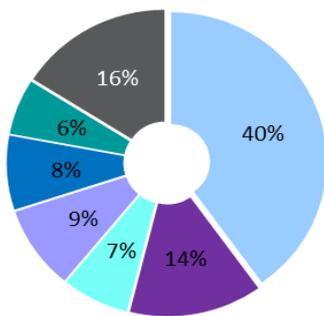
What impacts on satisfaction and dissatisfaction?

Not all factors will have equal importance - some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction.

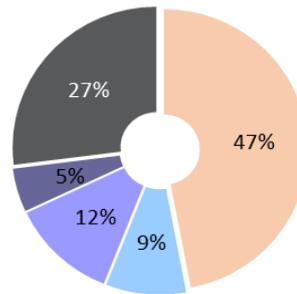
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness inside the train
- Comfort of the seating area
- Journey length
- Frequency of trains on route
- Ease of being able to get on/off
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Journey length
- Sufficient room to sit/stand
- Others

To download the full National Rail Passenger Survey, visit:

<http://www.transportfocus.org.uk/research/national-passenger-survey-introduction>

You can explore the results in more depth at:

<http://www.transportfocus.org.uk/our-open-data>

