

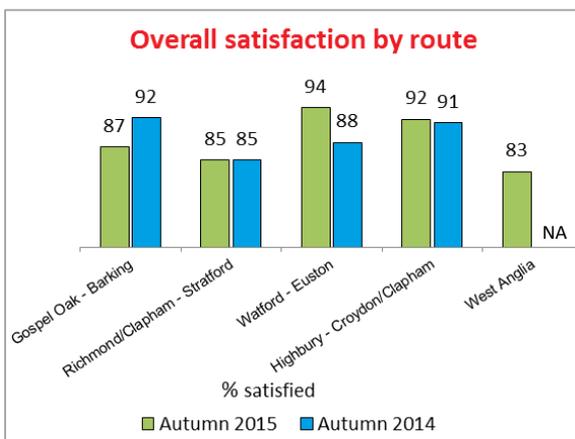
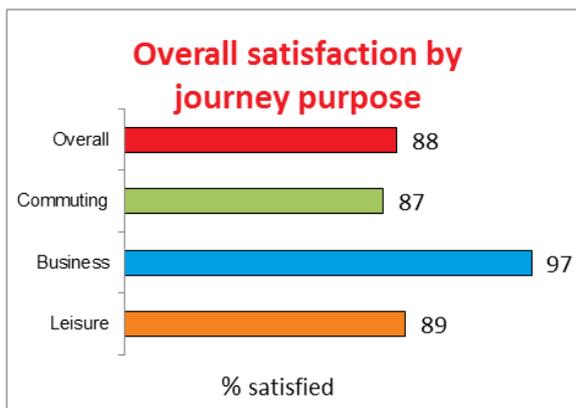
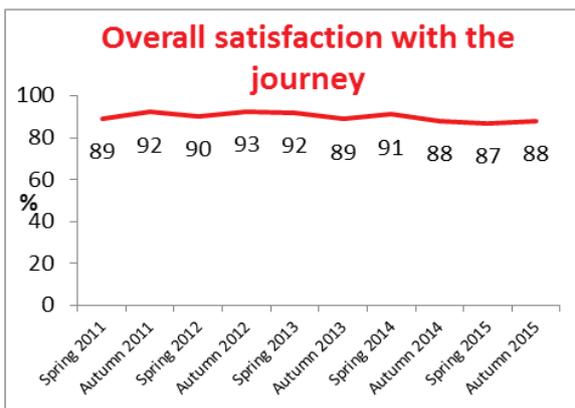
Rail Passenger Satisfaction at a glance: London Overground - Autumn 2015



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 London Overground this time we spoke to 1322 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

Gospel Oak - Barking: Journeys on the Gospel Oak – Barking line

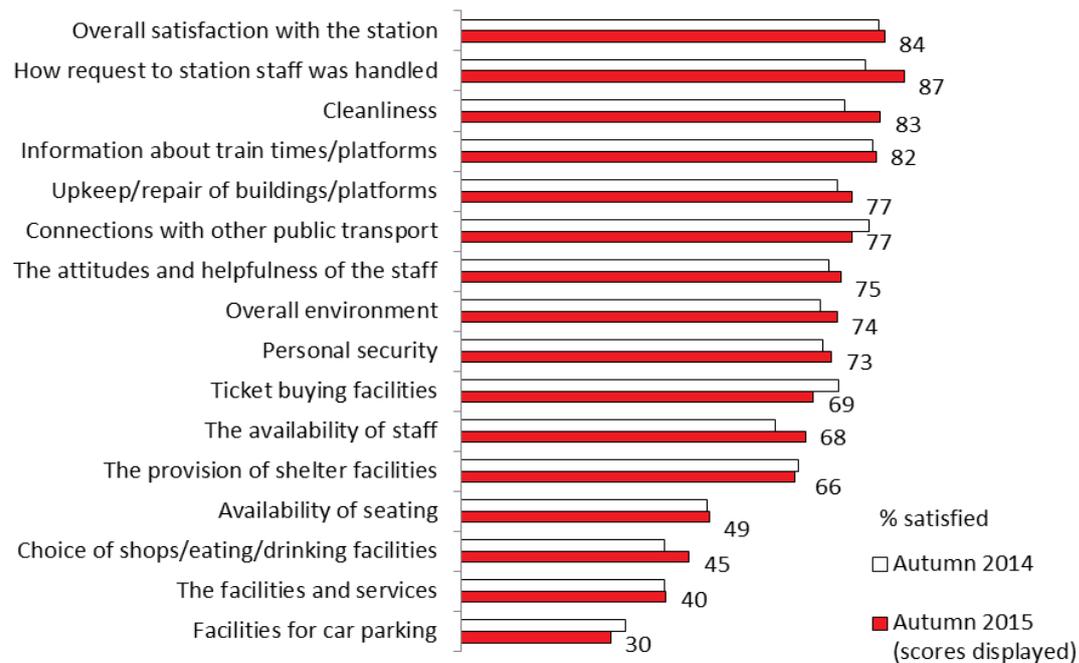
Richmond/Clapham - Stratford: Journeys on the Richmond – Stratford and Clapham Junction – Willesden Junction/Stratford rail lines

Watford - Euston: Journeys on the London Euston – Watford line

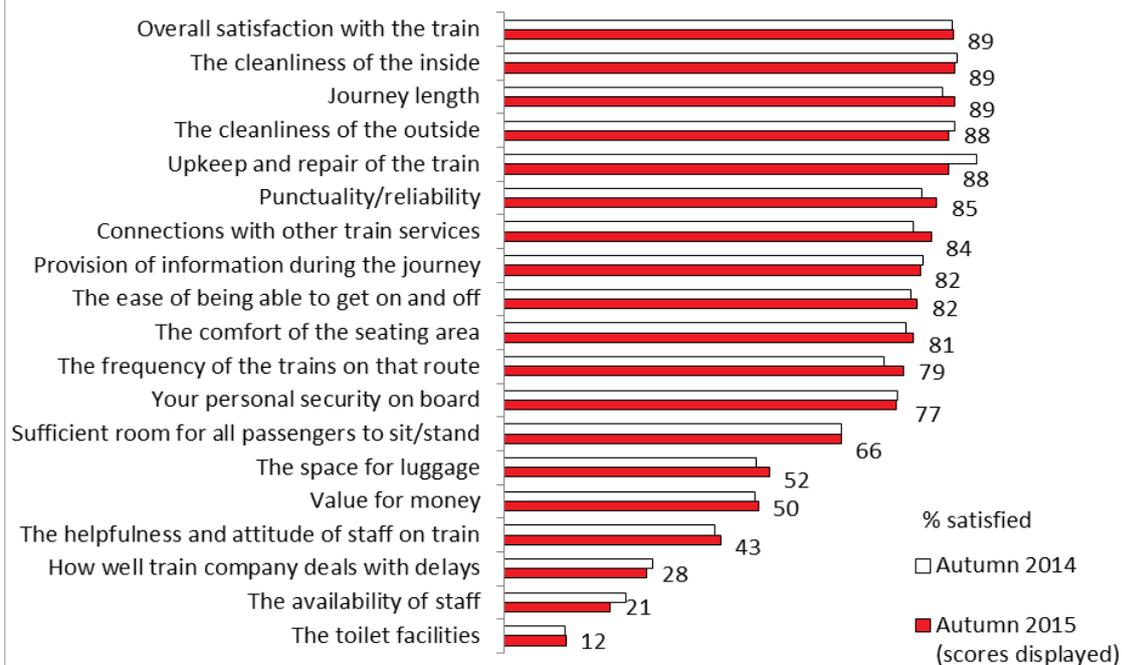
Highbury - Croydon/Clapham: Journeys on the Highbury & Islington – West Croydon and Highbury & Islington - Clapham Junction lines

London Overground: West Anglia: Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster (from Autumn 2015)

Satisfaction at the station where they boarded

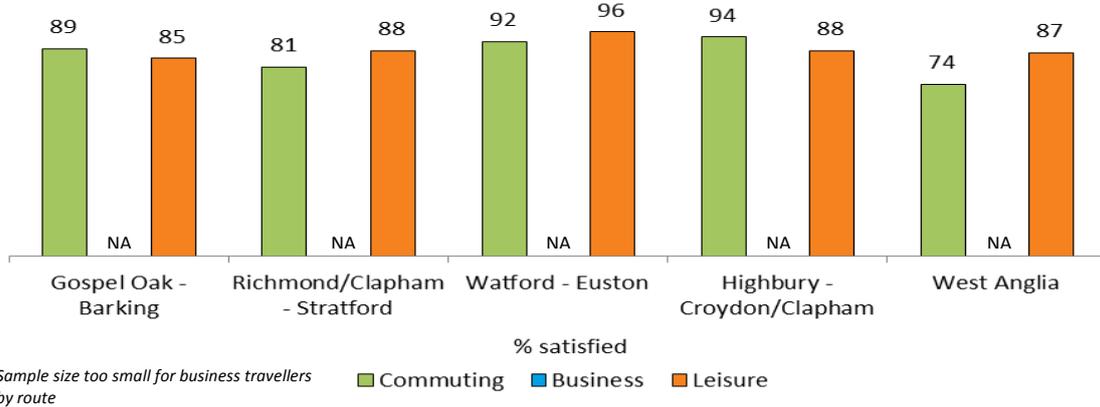


Satisfaction on the train

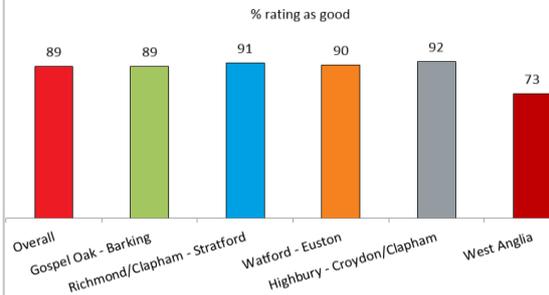


Satisfaction - in a bit more depth (Autumn 2015)

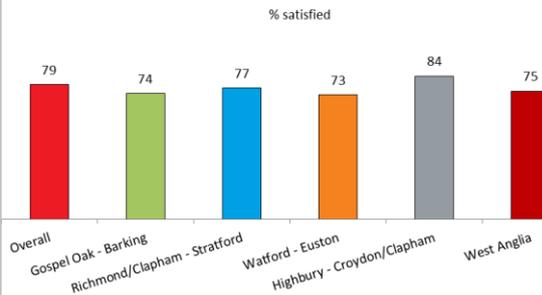
Overall satisfaction - by route and journey type



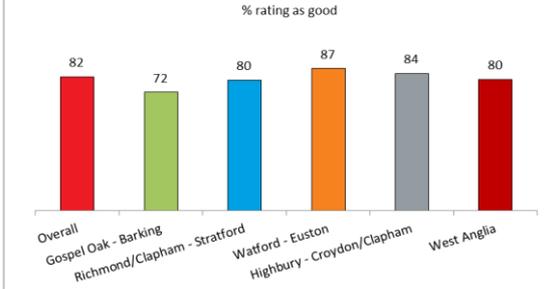
Cleanliness inside the train



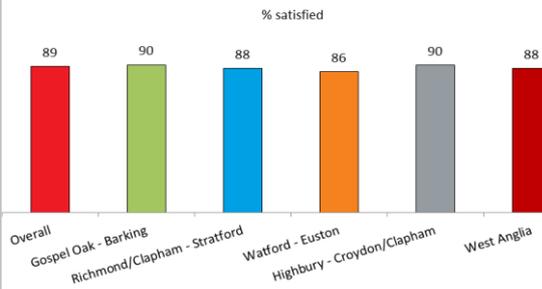
Frequency of trains on route



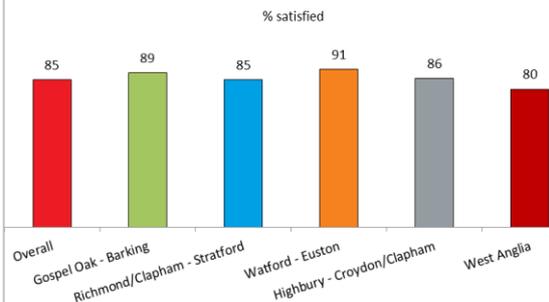
Ease of being able to get on/off



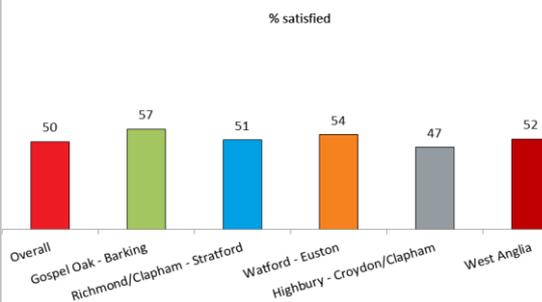
Journey length



Punctuality/reliability



Value for money



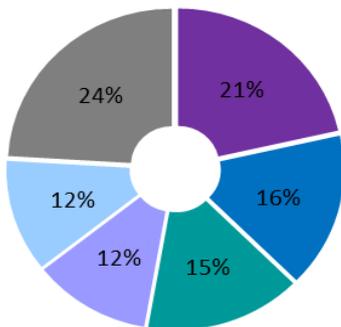
What impacts on satisfaction and dissatisfaction?

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.

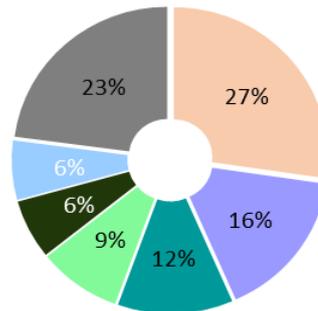
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

What has the biggest impact on overall satisfaction?



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

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Journey length
- The ease of being able to get on and off
- How request was handled
- Your personal security whilst on board the train
- Punctuality/reliability
- 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>