

# Rail Passenger Satisfaction at a glance: Abellio Greater Anglia - Autumn 2015

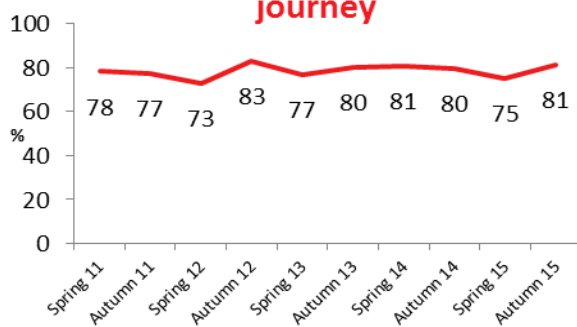


Transport Focus is the independent transport-user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain.

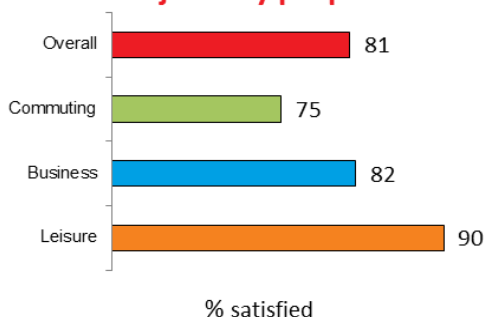
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Abellio Greater Anglia this time we spoke to 1588 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.

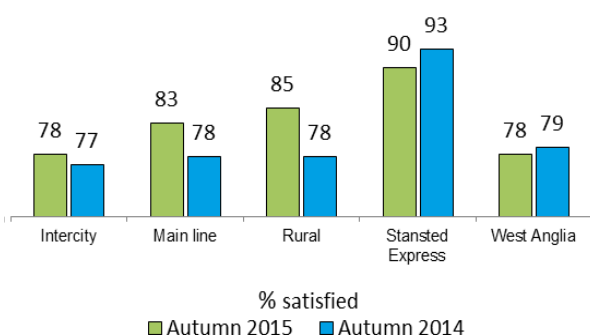
## Overall satisfaction with the journey



## Overall satisfaction by journey purpose



## Overall satisfaction by route



## How routes are defined

**Intercity:** London – Norwich journeys, plus a few shorter workings (like an early-morning Colchester to Norwich service)

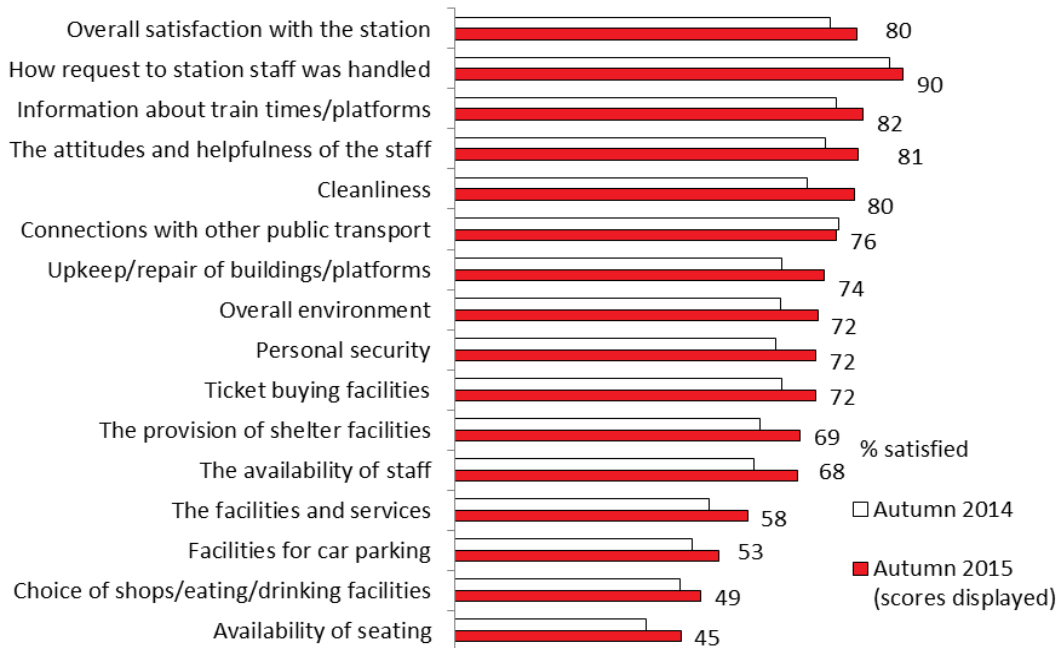
**Main line:** Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London-Southend Victoria service

**Rural:** Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

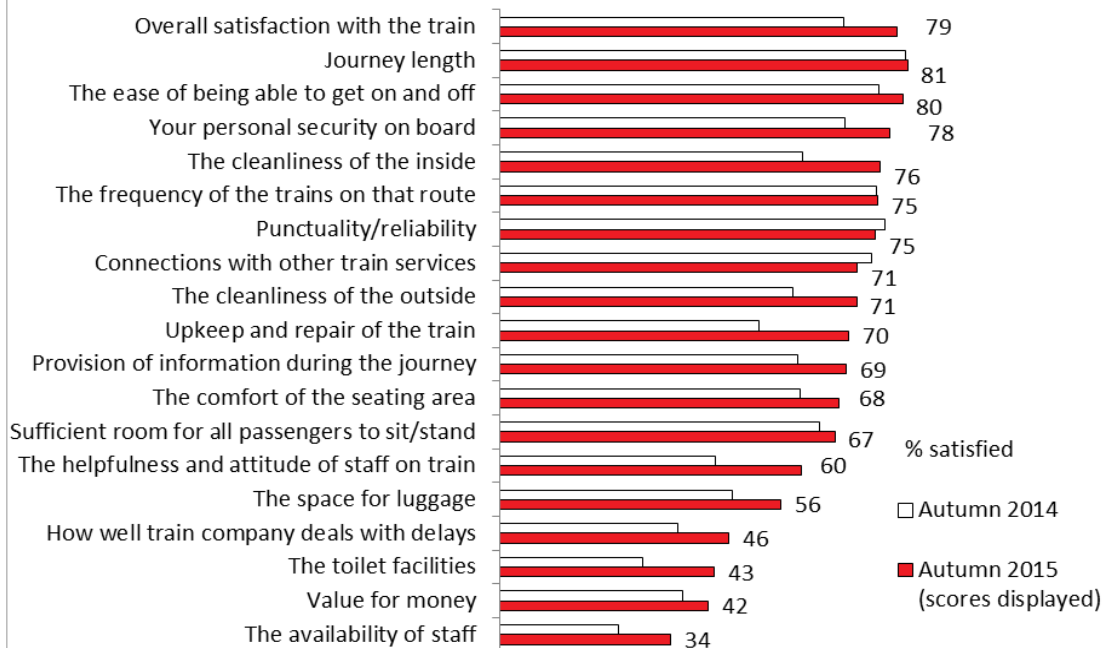
**Stansted Express:** Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport, where the passenger has an origin or destination of the airport

**West Anglia:** Journeys on West Anglia routes London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

## Satisfaction at the station where they boarded

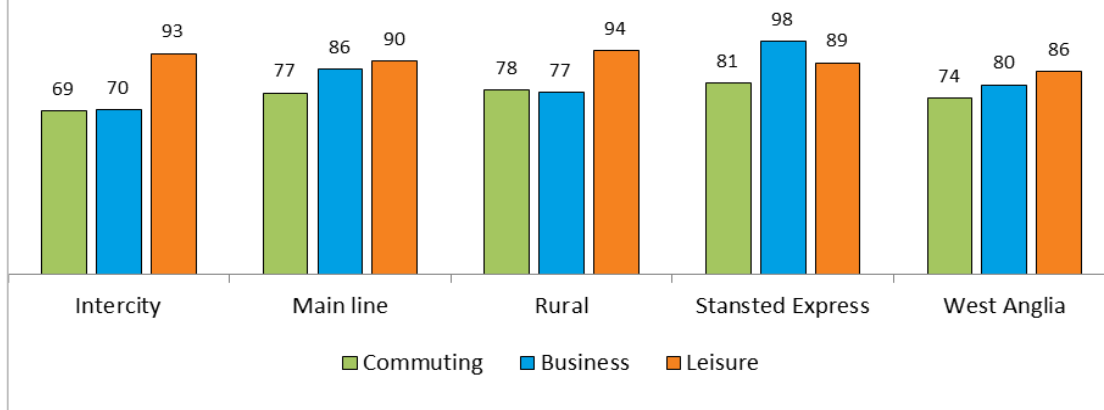


## Satisfaction on the train

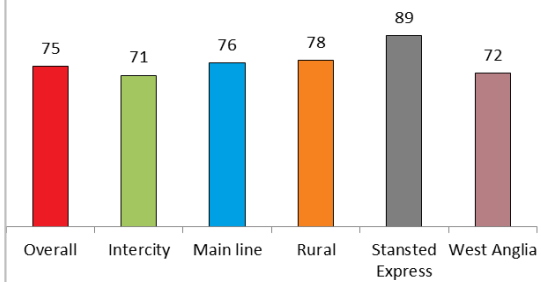


## Satisfaction - in a bit more depth (Autumn 2015)

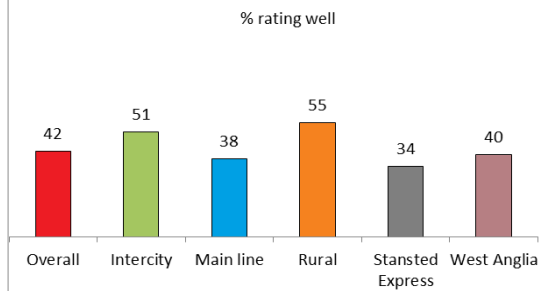
### Overall satisfaction - by route and journey type



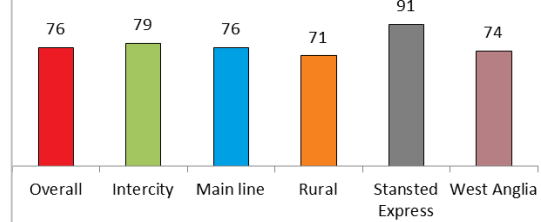
### Punctuality/reliability % satisfied



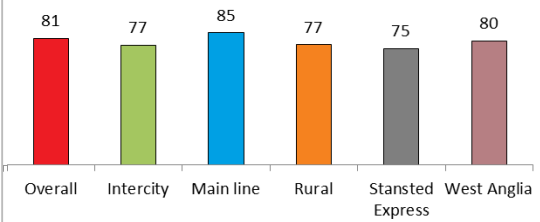
### The value for money % rating well



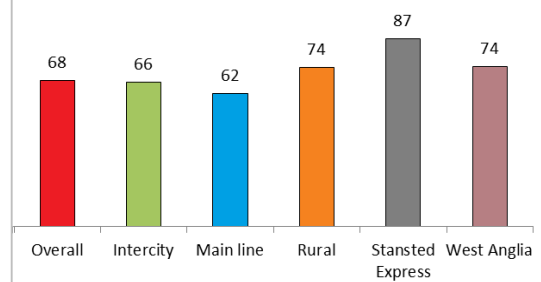
### Cleanliness inside the train % rating as good



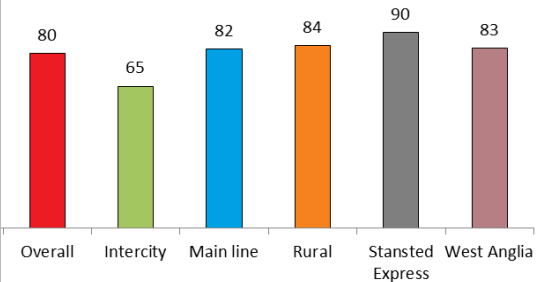
### Journey length % satisfied



### The comfort of the seating area % rating as good



### Ease of getting on/off % rating as good



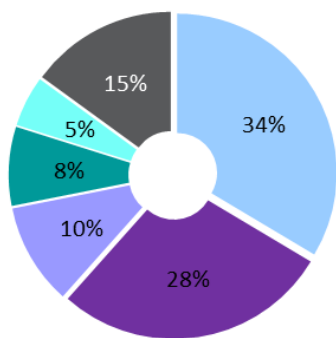
## What impacts on satisfaction and dissatisfaction?

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.

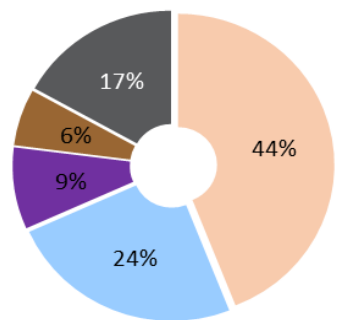
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

### What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness inside the train
- Journey length
- Ease of getting on/off
- The comfort of the seating area
- Others

### What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Cleanliness inside the train
- Connections with other train services
- 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>