

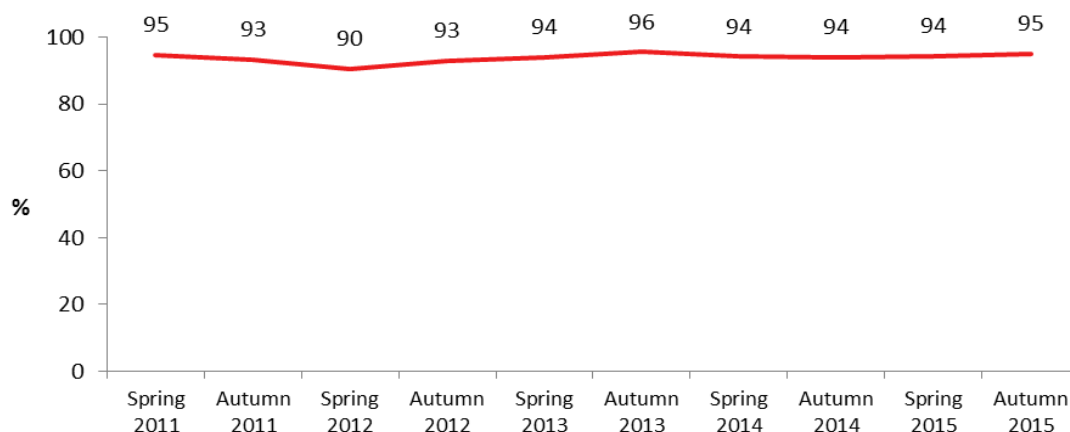
## Rail Passenger Satisfaction at a glance: Heathrow Express - Autumn 2015

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.

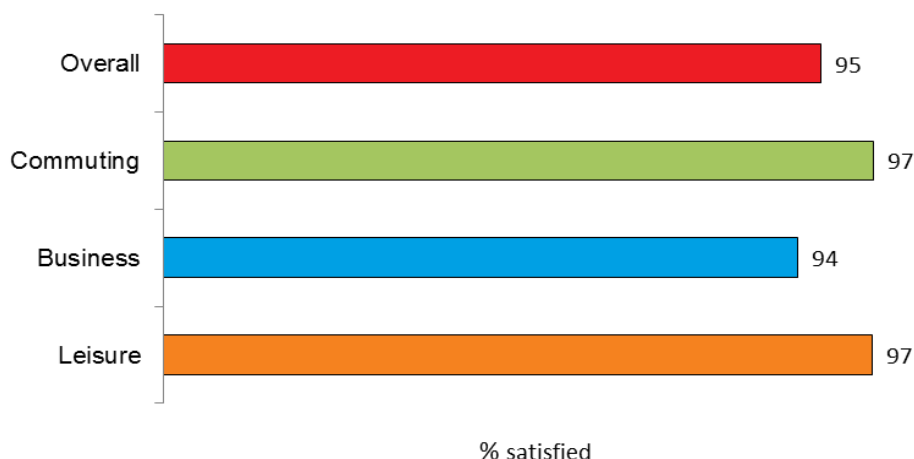
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Heathrow Express this time we spoke to 548 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.

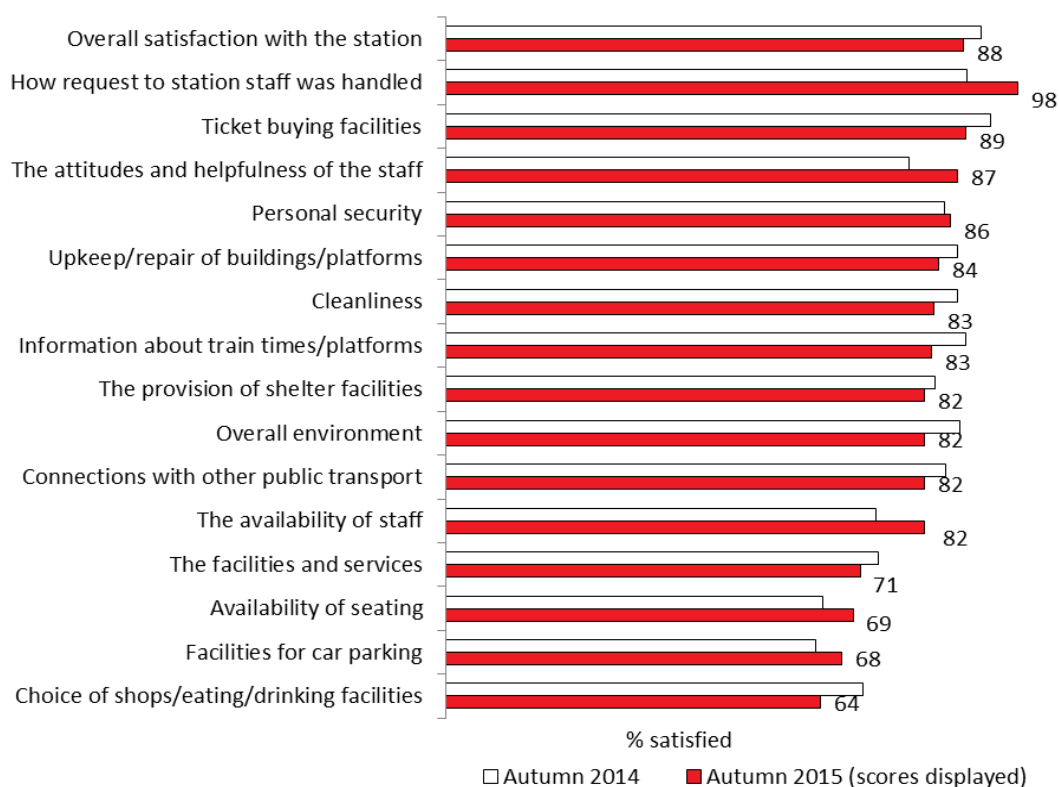
### Overall satisfaction with the journey



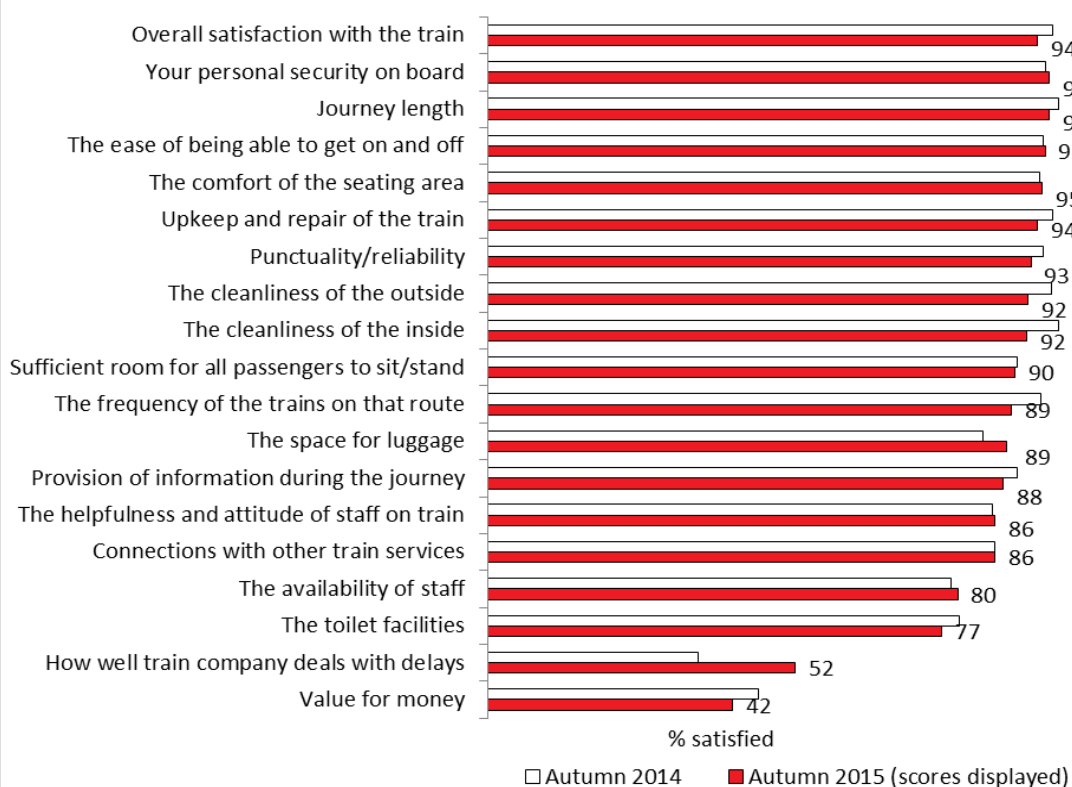
### Overall satisfaction by journey purpose



## Satisfaction at the station where they boarded



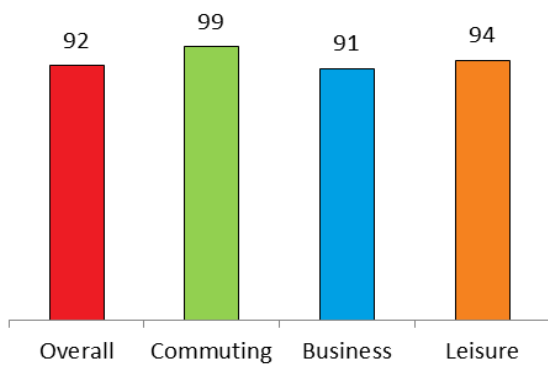
## Satisfaction on the train



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

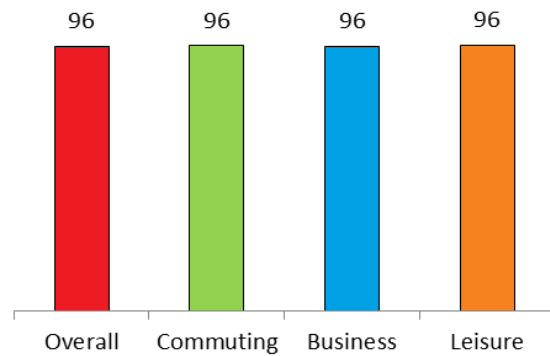
### Cleanliness inside the train

% rating as good



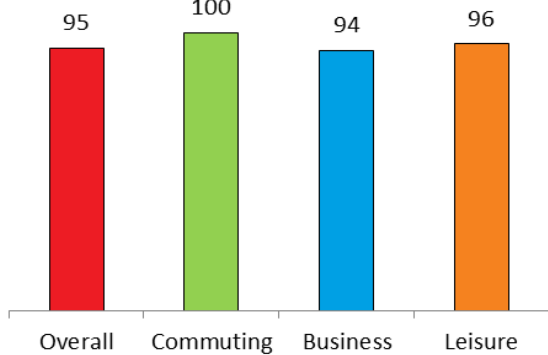
### Journey length

% satisfied



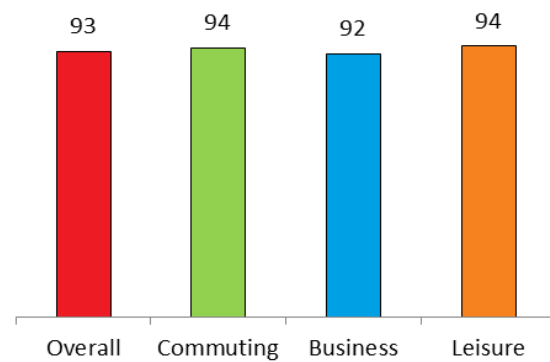
### The comfort of the seating area

% rating as good



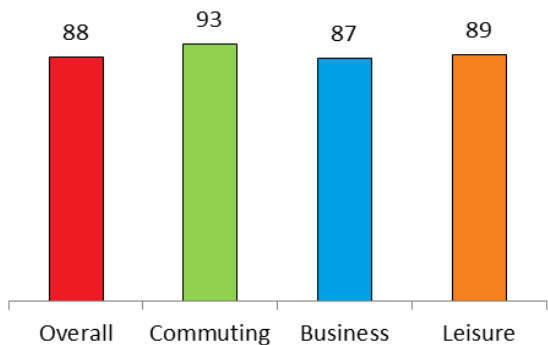
### Punctuality/reliability

% satisfied



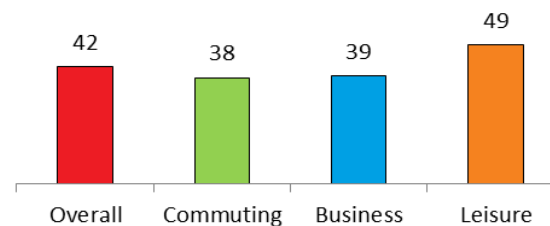
### Provision of information during the journey

% rating as good



### Value for money

% satisfied



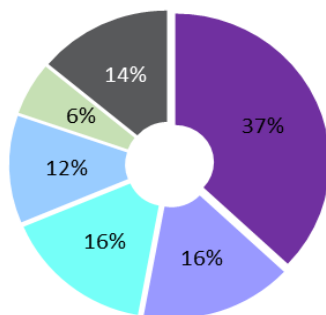
## What impacts on satisfaction and dissatisfaction?

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.

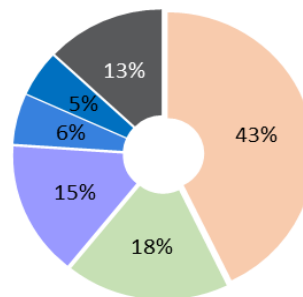
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

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



- Cleanliness inside the train
- Journey length
- The comfort of the seating area
- Punctuality/reliability
- Provision of information during the journey
- Others

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



- How train company dealt with delays
- Provision of information during the journey
- Journey length
- The helpfulness and attitude of staff on train
- The frequency of the trains on that route
- 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>