

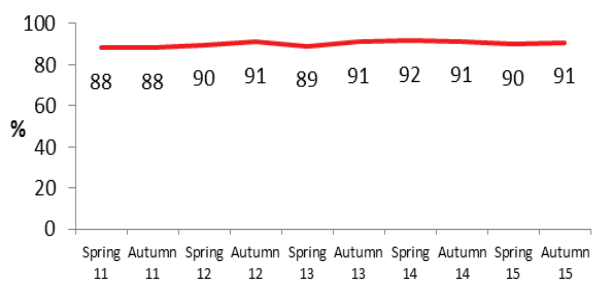
Rail Passenger Satisfaction at a glance: Chiltern Railways - Autumn 2015

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.

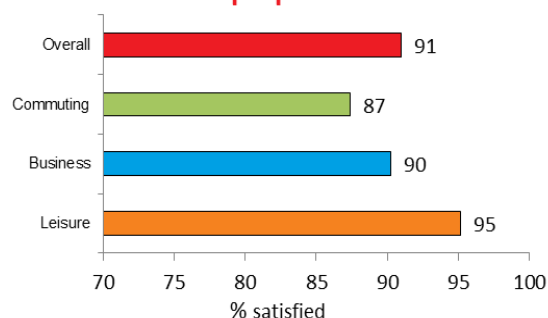
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Chiltern Railways this time we spoke to 1074 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.

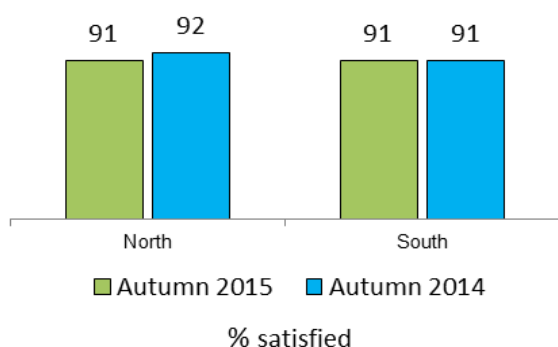
Overall satisfaction with the journey



Overall satisfaction by journey purpose



Overall satisfaction by route

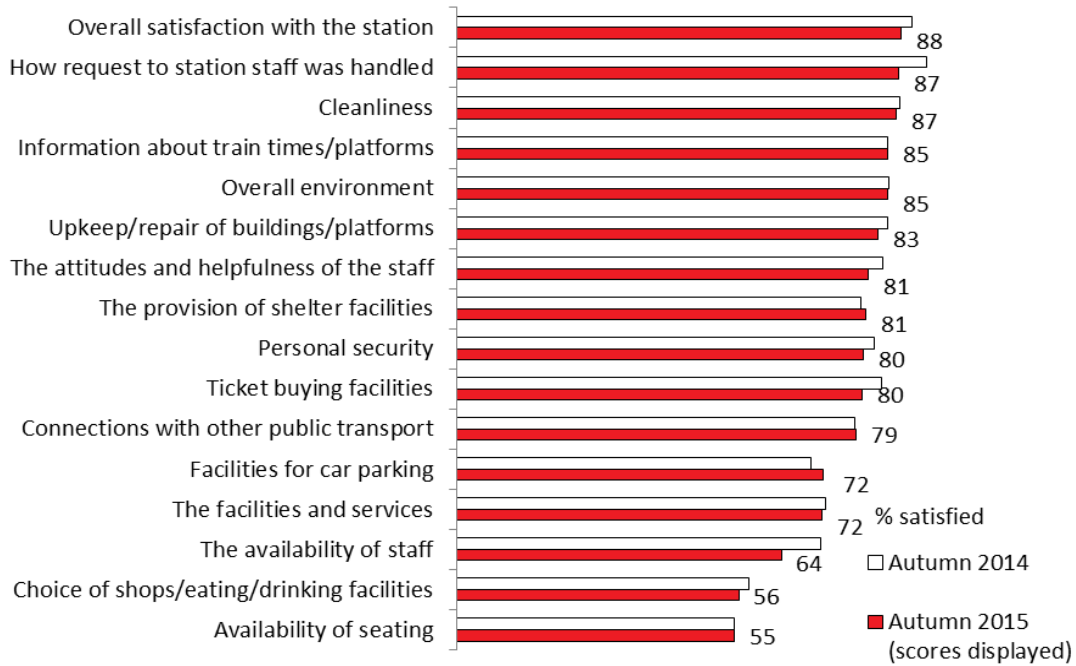


How routes are defined

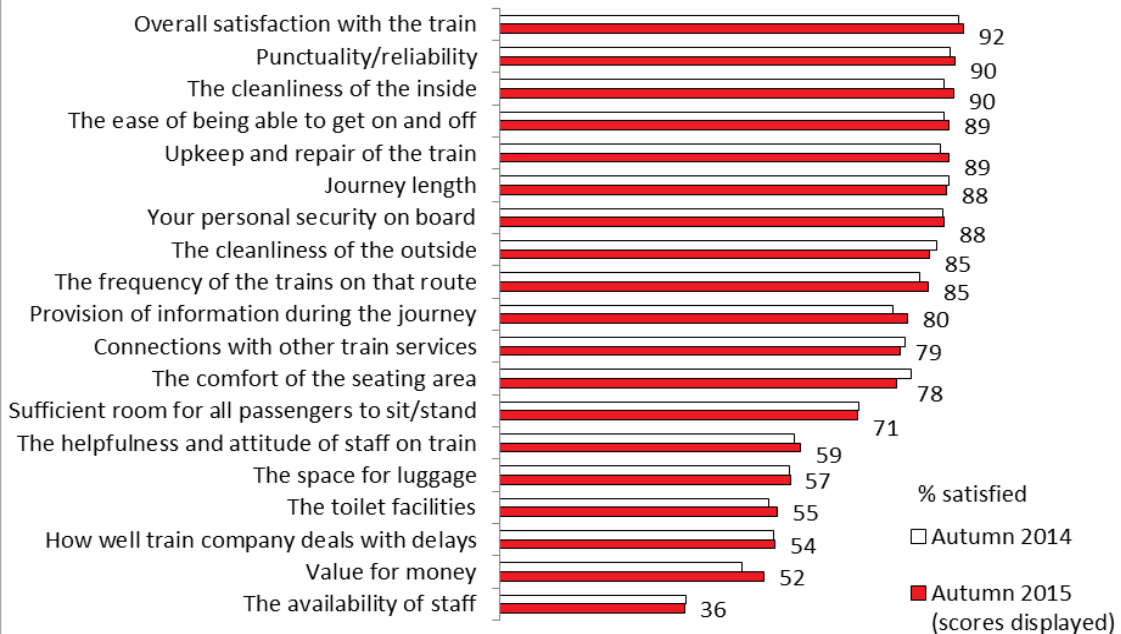
North: journeys starting from Bicester North station and stations further north.

South: journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

Satisfaction at the station where they boarded

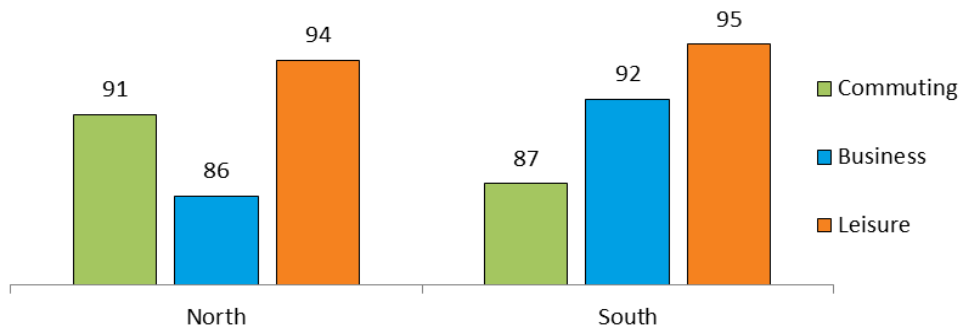


Satisfaction on the train



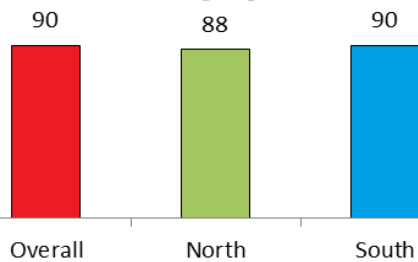
Satisfaction - in a bit more depth (Autumn 2015)

Overall satisfaction - by route and journey type



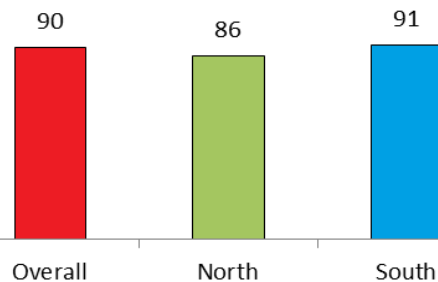
Cleanliness inside the train

% rating as good



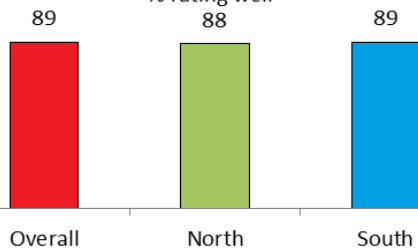
Punctuality/reliability

% satisfied



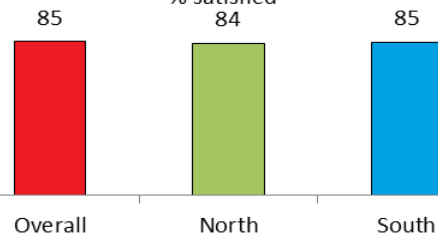
Ease of being able to get on and off

% rating well



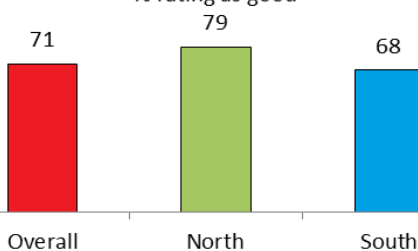
Frequency of trains on the route

% satisfied



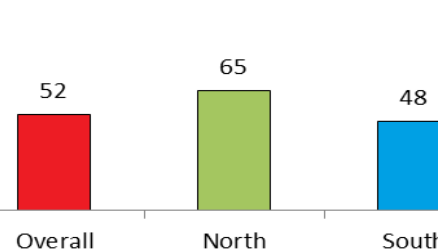
Sufficient room for all passengers to sit/stand

% rating as good



Value for money

% satisfied



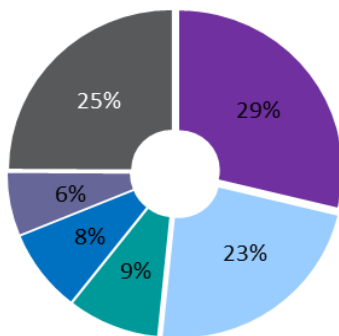
What impacts on satisfaction and dissatisfaction?

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.

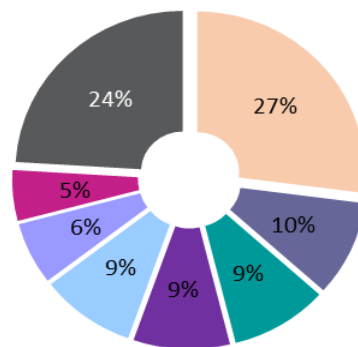
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Punctuality/reliability
- Ease of being able to get on/off
- Frequency of trains on the route
- Sufficient room for all the passengers to sit/stand
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Sufficient room to sit/stand
- Ease of being able to get on/off
- Cleanliness inside the train
- Punctuality/reliability
- Journey length
- Provision of information about train times/platforms
- 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>