

Rail Passenger Satisfaction at a glance: Heathrow Connect - Autumn 2015

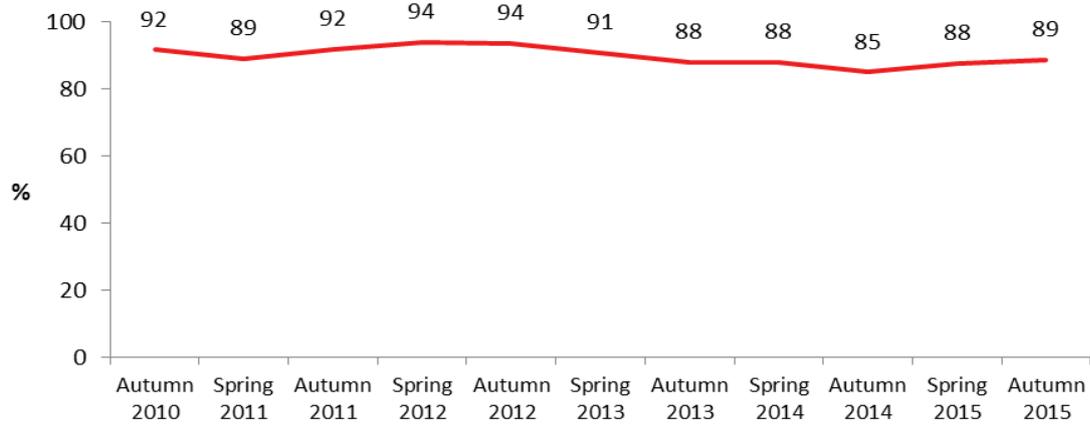


Transport Focus is the independent transport-user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain.

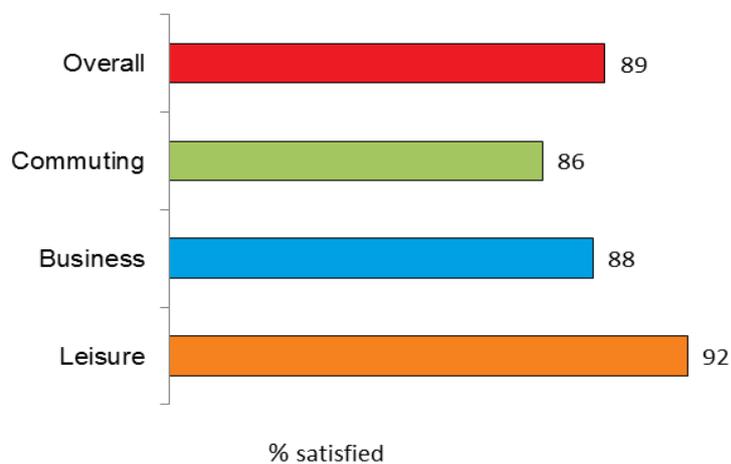
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Heathrow Connect this time we spoke to 566 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.

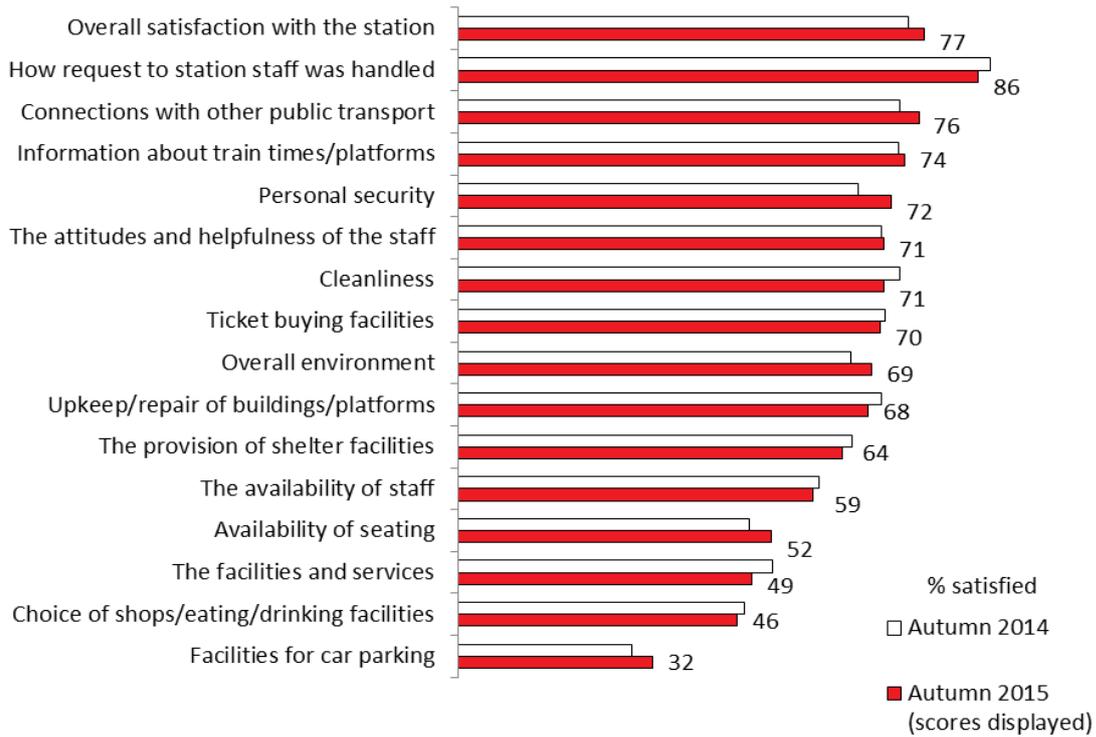
Overall satisfaction with the journey



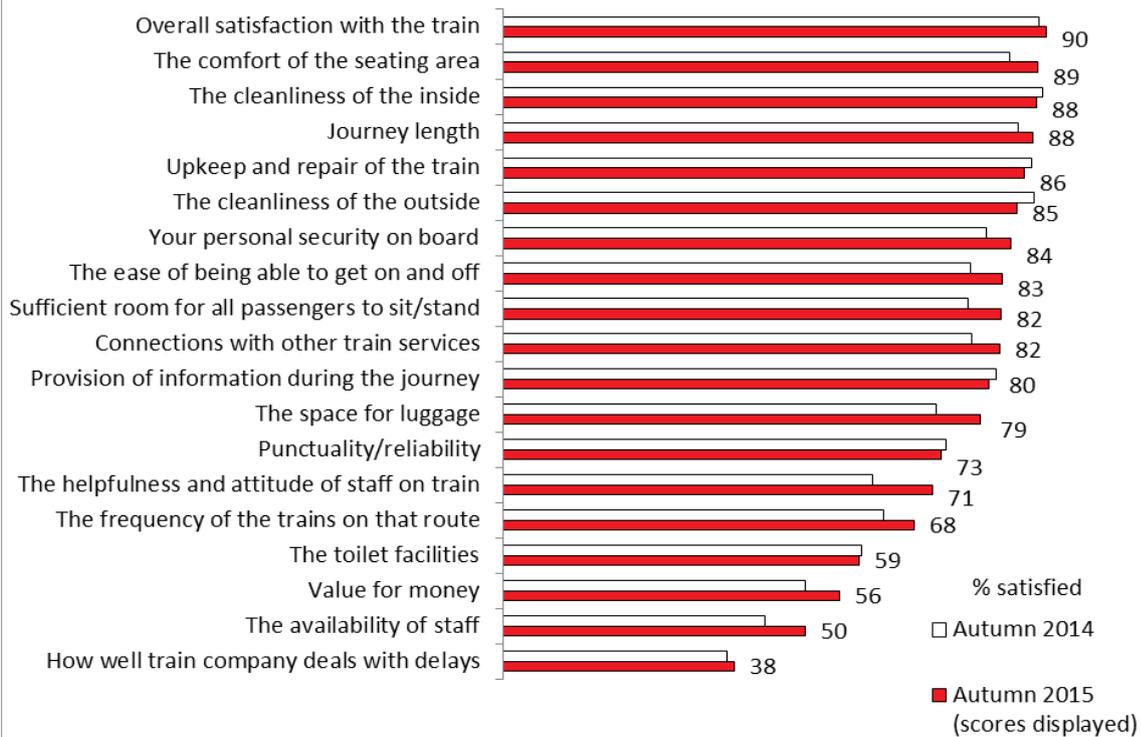
Overall satisfaction by journey purpose



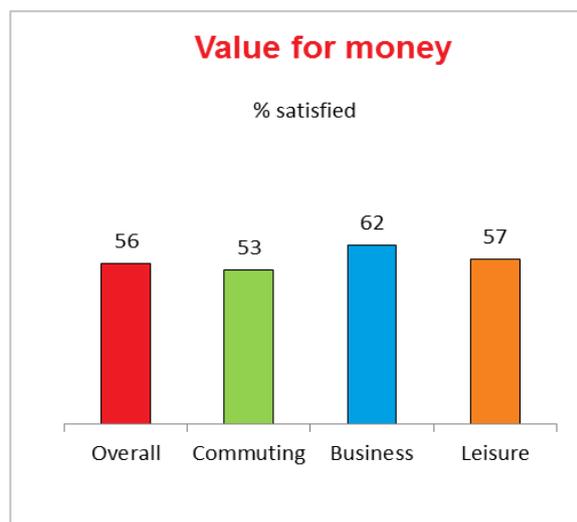
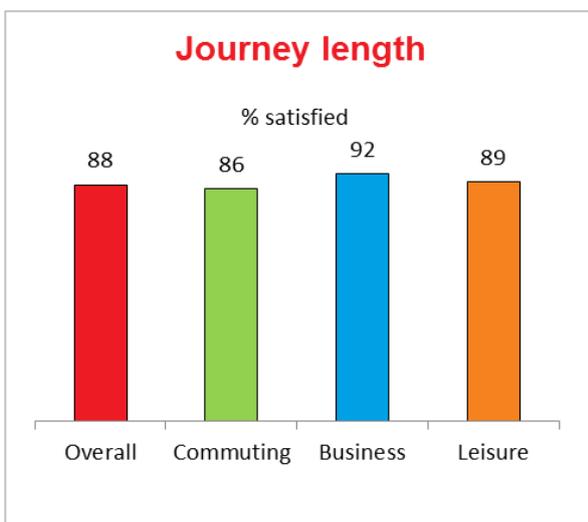
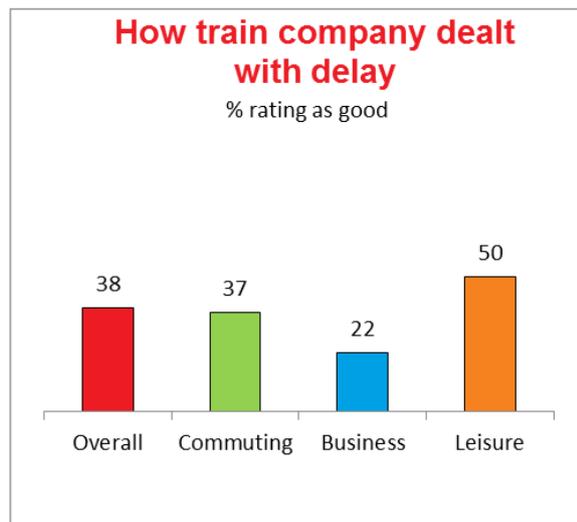
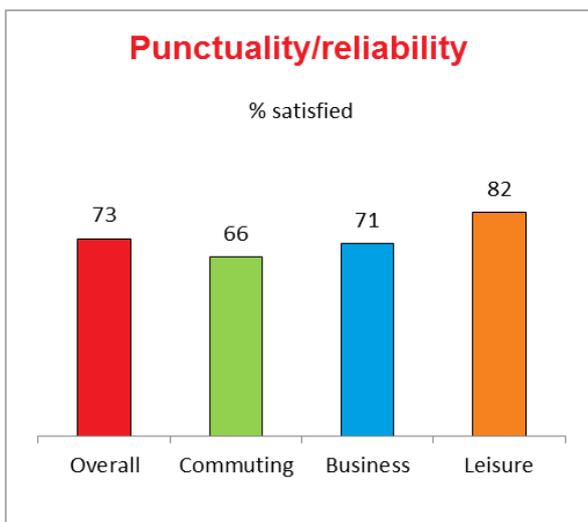
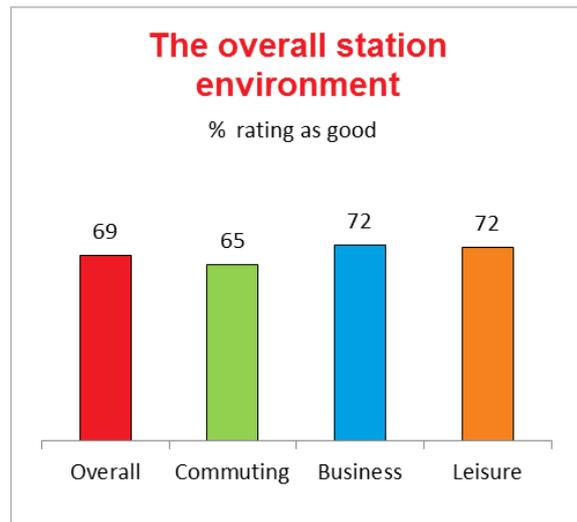
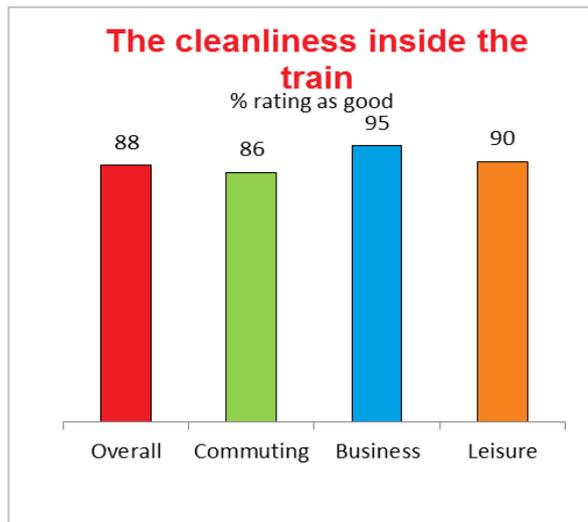
Satisfaction at the station where they boarded



Satisfaction on the train



Satisfaction - in a bit more depth (Autumn 2015)



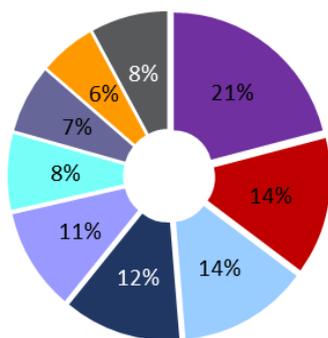
What impacts on satisfaction and dissatisfaction?

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.

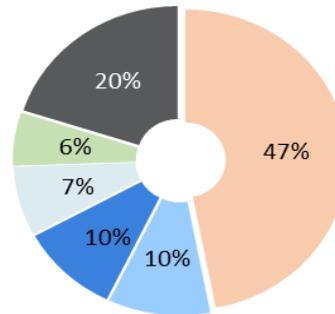
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

What has the biggest impact on overall satisfaction?



- The cleanliness of the inside of the train
- The overall station environment
- Punctuality/reliability
- Your personal security on board the train
- The length of time the journey
- The comfort of the seating area
- Sufficient room for all the passengers to sit/stand
- The cleanliness of the outside of the train
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- The helpfulness and attitude of staff on train
- Your personal security at the station
- Provision of information during the journey
- 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>