

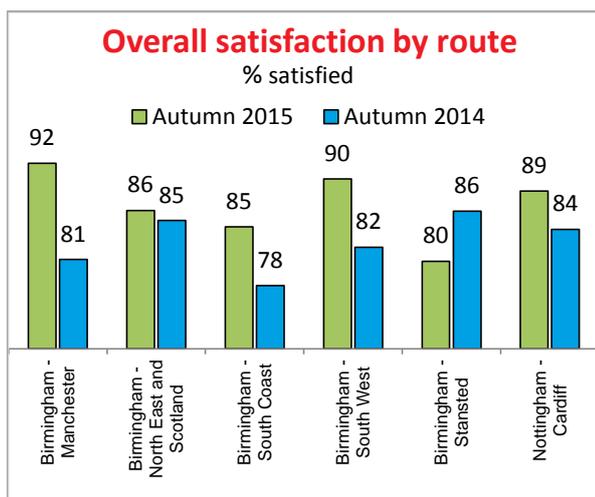
Rail Passenger Satisfaction at a glance: CrossCountry - Autumn 2015



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 CrossCountry this time we spoke to 1031 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

Birmingham – Manchester: journeys on the Manchester Piccadilly - Birmingham New Street route

Birmingham – North East and Scotland: journeys on the Birmingham New Street - Aberdeen route

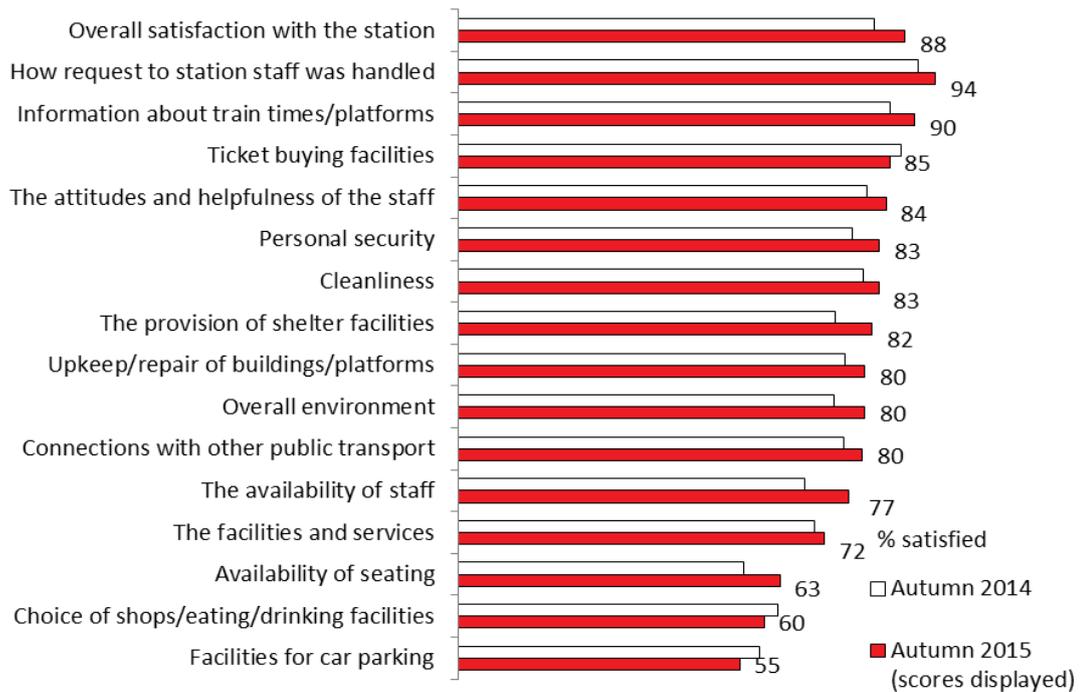
Birmingham – South Coast: journeys on the Birmingham New Street - Bournemouth route

Birmingham – South West: journeys on the Birmingham New Street - Penzance route

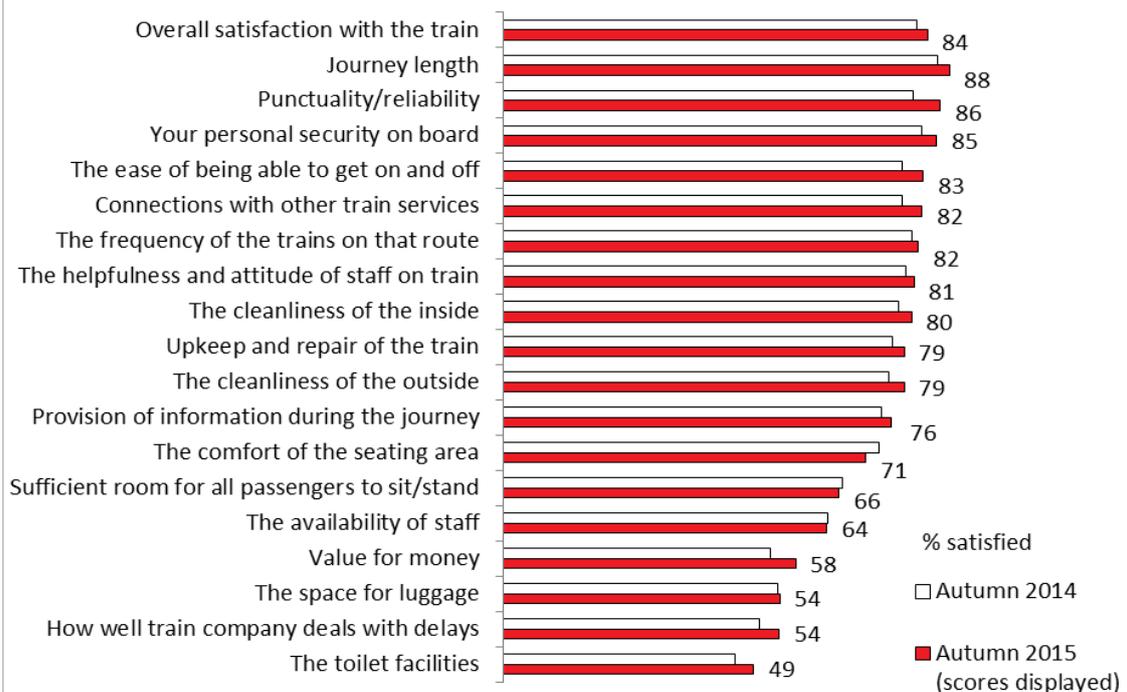
Birmingham – Stansted: journeys on the Birmingham New Street - Stansted Airport route

Nottingham – Cardiff: journeys on the Nottingham - Cardiff Central route

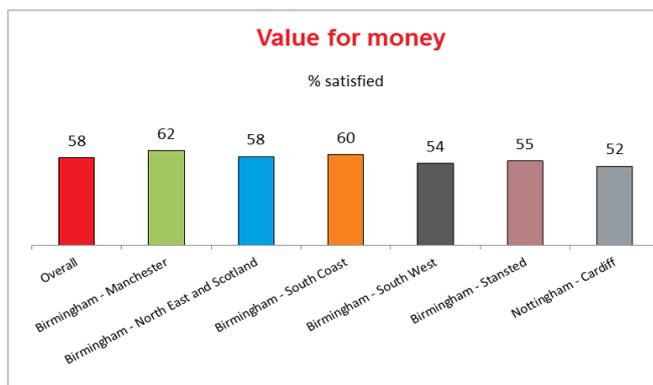
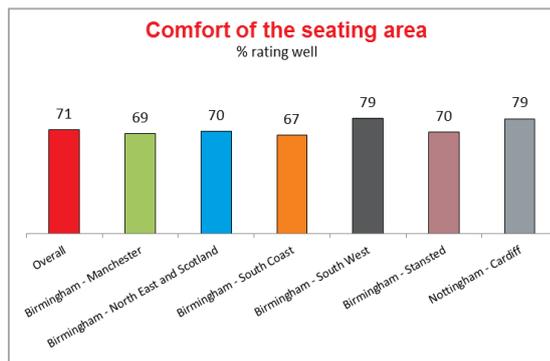
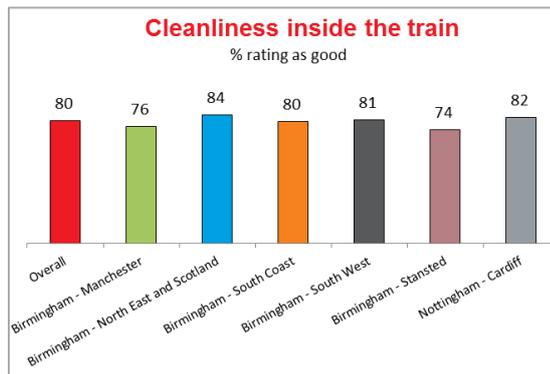
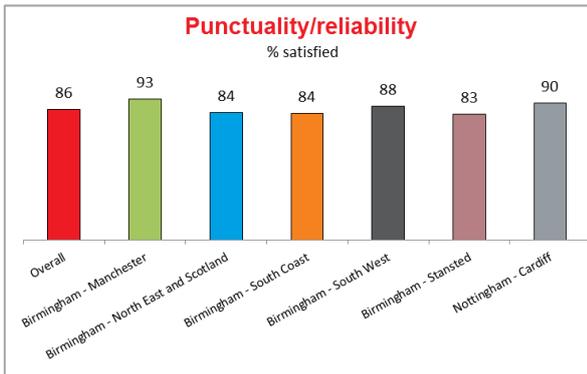
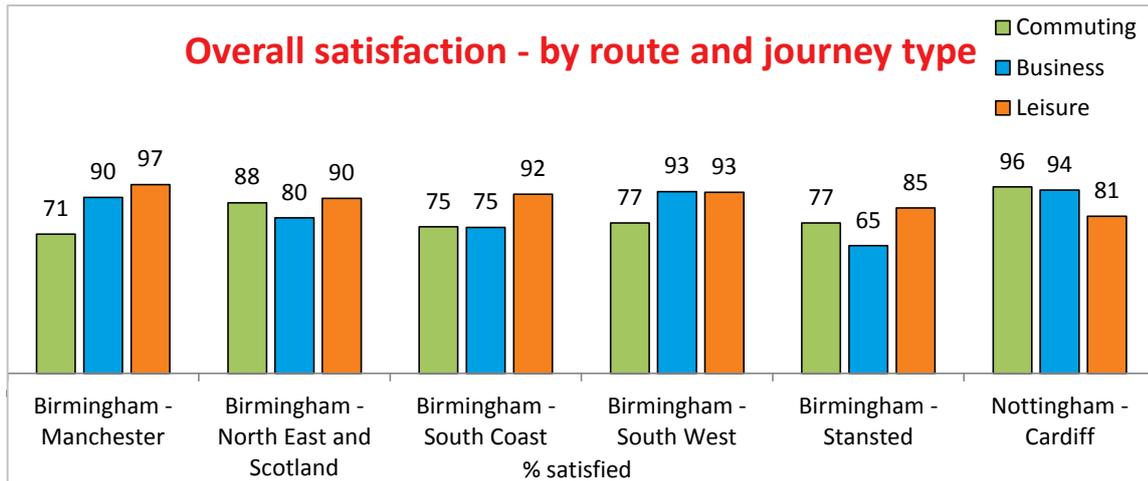
Satisfaction at the station where they boarded



Satisfaction on the train



Satisfaction - in a bit more depth (Autumn 2015)



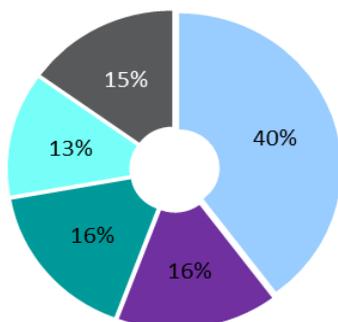
What impacts on satisfaction and dissatisfaction?

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.

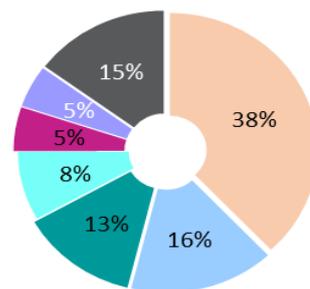
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below,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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness inside the train
- Ease of getting on/off the train
- Comfort of the seating area
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Ease of getting on/off the train
- Comfort of the seating area
- Information about train times/platforms
- Journey length
- 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>