

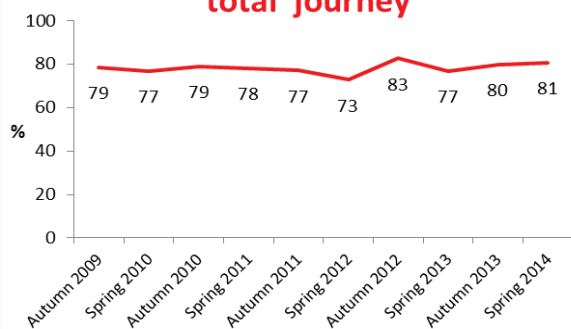
# Rail Passenger Satisfaction at a glance: Abellio Greater Anglia - Spring 2014

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

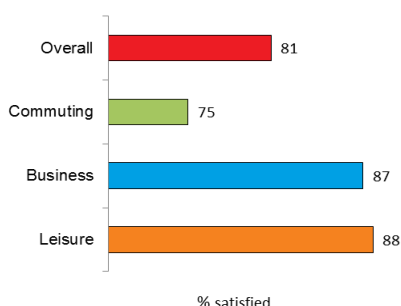
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Abellio Greater Anglia this time we spoke to 2,313 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.

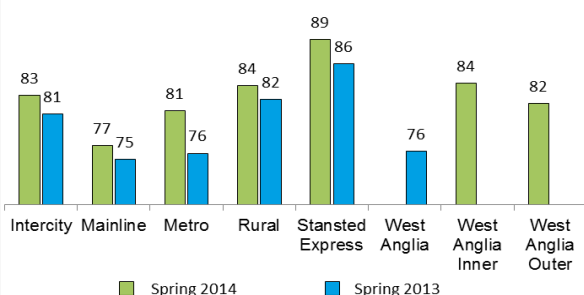
## Overall satisfaction with the total journey



## 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)

**Mainline:** 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

**Metro:** Journeys on London – Shenfield metro service

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

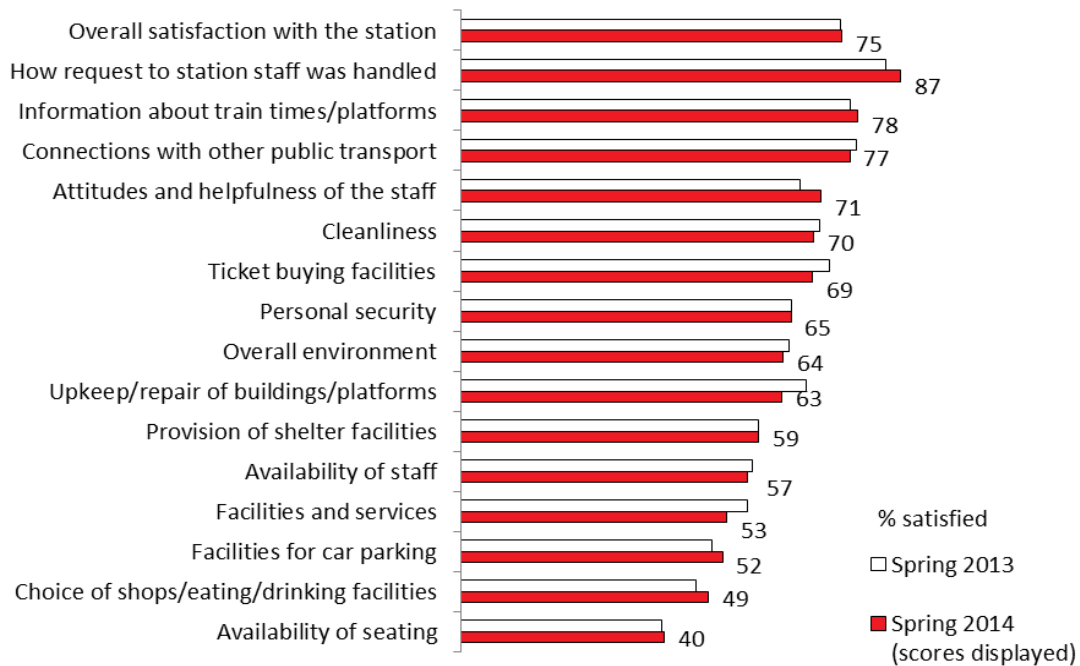
**Stansted Express:** Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport, where the passenger has an origin or destination of the airport

**West Anglia:** Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

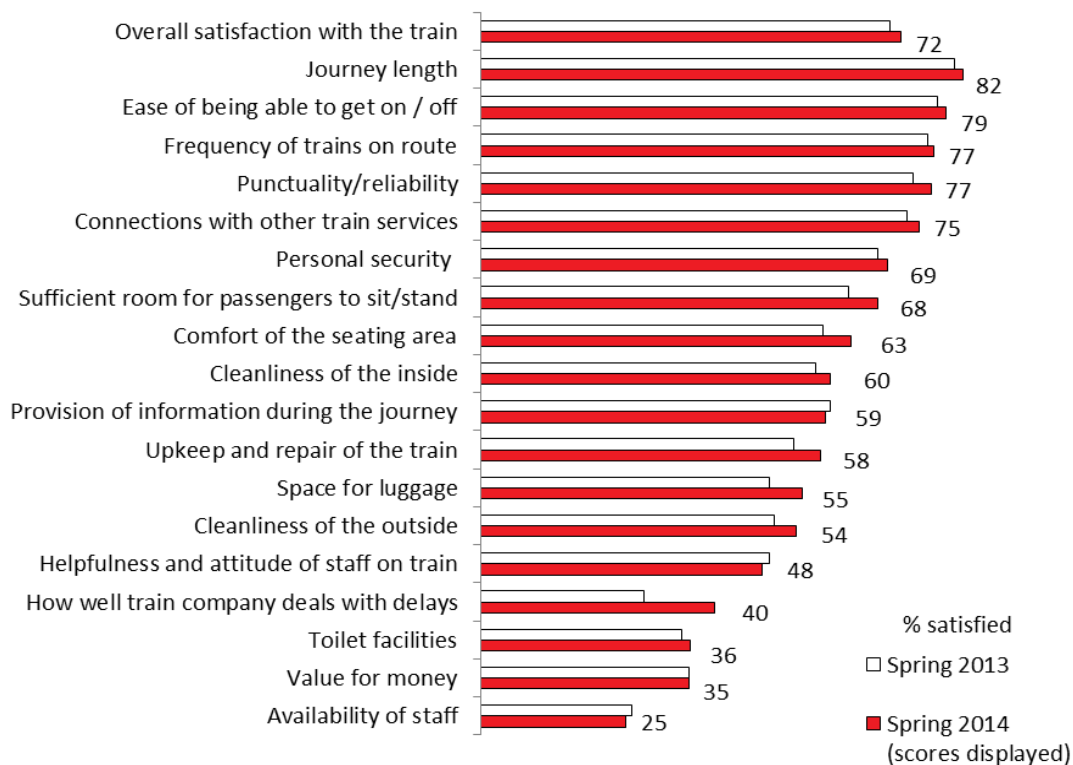
**West Anglia Inner:** Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster

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

## Satisfaction at the station where boarded

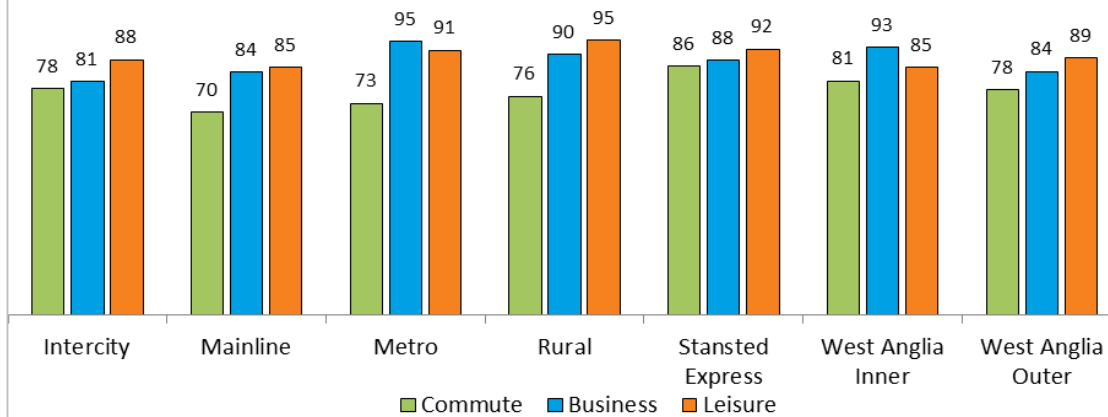


## Satisfaction on the train

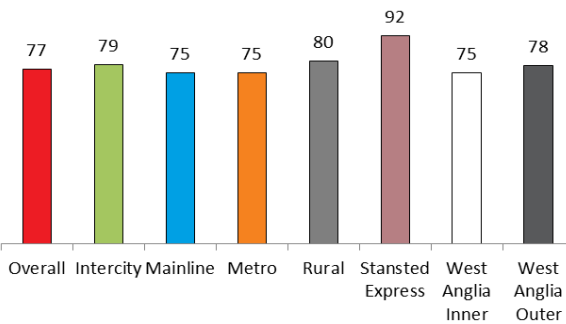


## Satisfaction - in a bit more depth (Spring 2014)

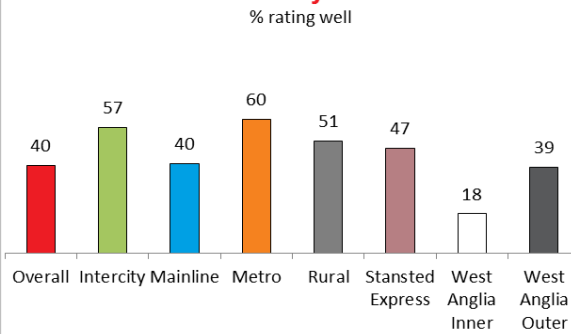
### Overall satisfaction - by route and journey type



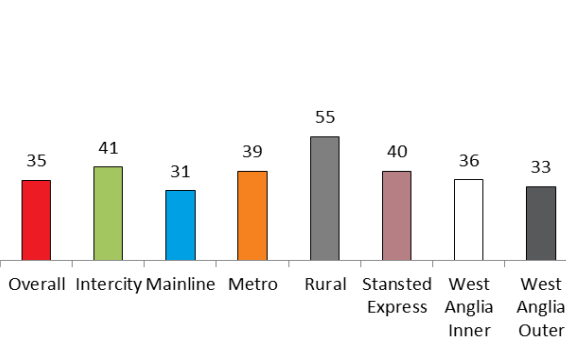
### Punctuality/reliability % satisfied



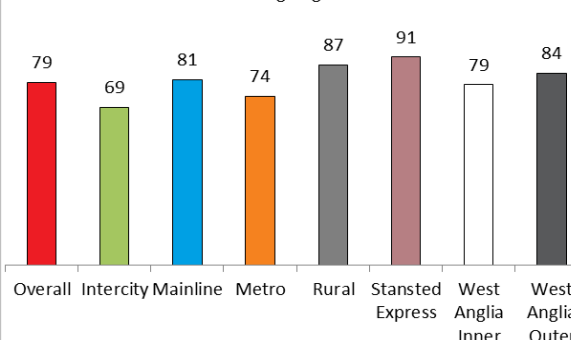
### How well train company deals with delays % rating well



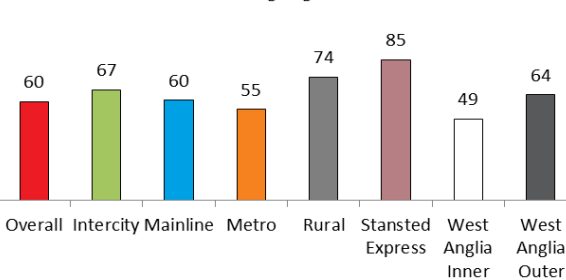
### Value for money % satisfied



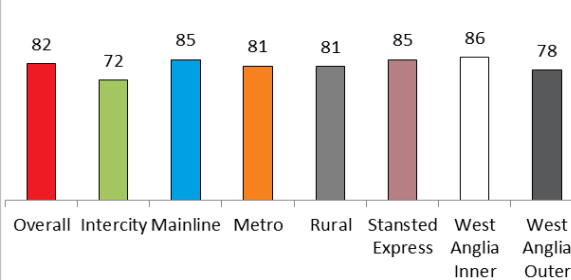
### Ease of getting on/off % rating as good



### Cleanliness inside the train % rating as good



### Journey length % satisfied



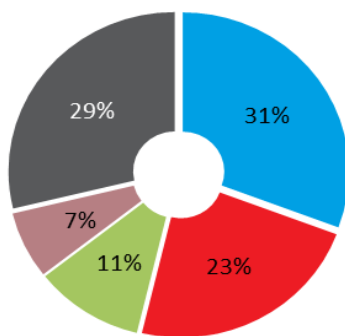
## What impacts on satisfaction and dissatisfaction?

Not all the factors shown above 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.

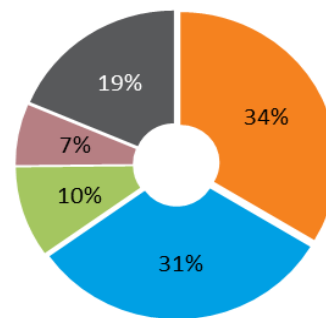
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

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



- How train company dealt with delays
- Punctuality/reliability
- Journey Length
- Ease of getting on/off
- Others

This is just a quick look at passenger satisfaction.

To download the full National Rail Passenger Survey, visit:

<http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>

You can explore the results in more depth at:

<http://www.passengerfocus.org.uk/our-open-data>