

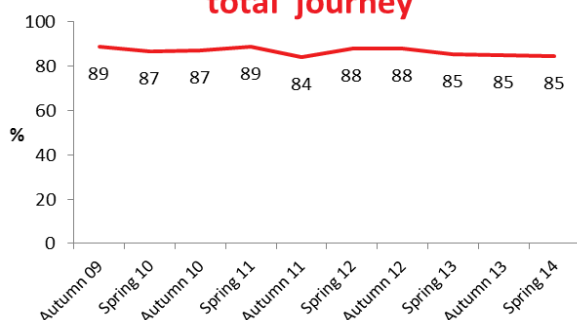
Rail Passenger Satisfaction at a glance: First TransPennine Express - Spring 2014

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.

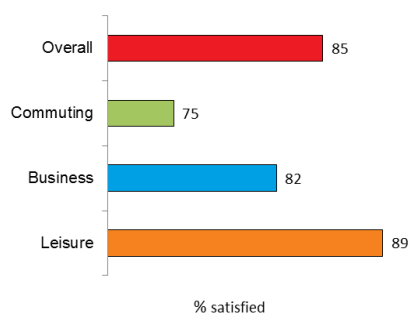
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For First TransPennine Express this time we spoke to 1,092 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.

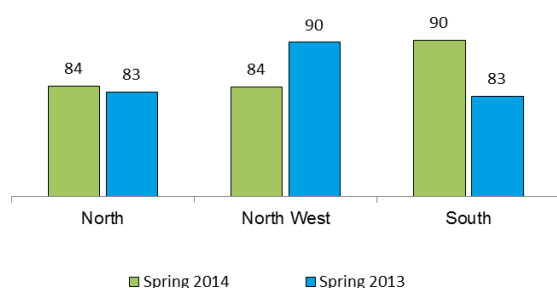
Overall satisfaction with the total journey



Overall satisfaction by journey purpose



Overall satisfaction by route



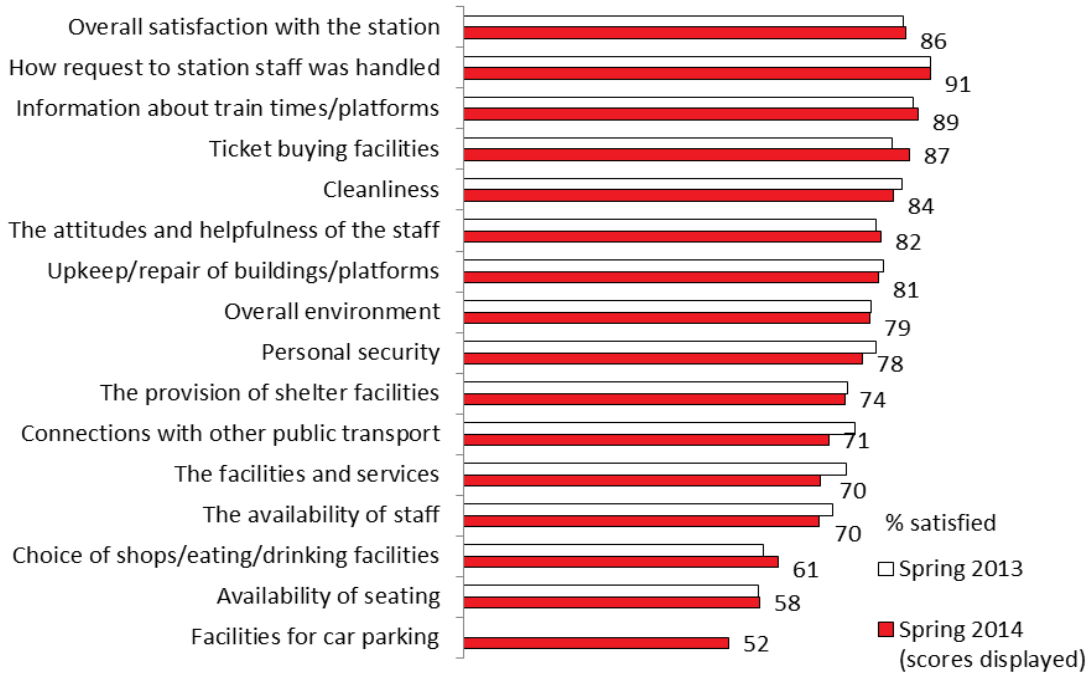
How routes are defined

North: Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

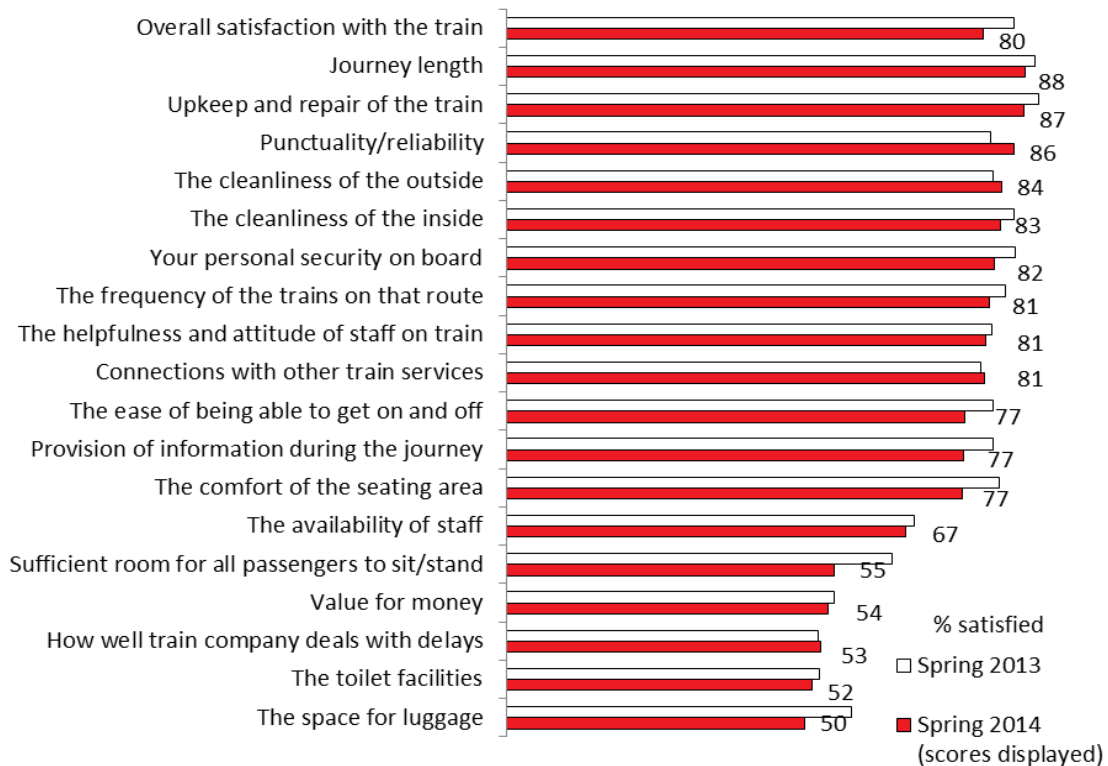
North West: Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

South: Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Satisfaction at the station where boarded

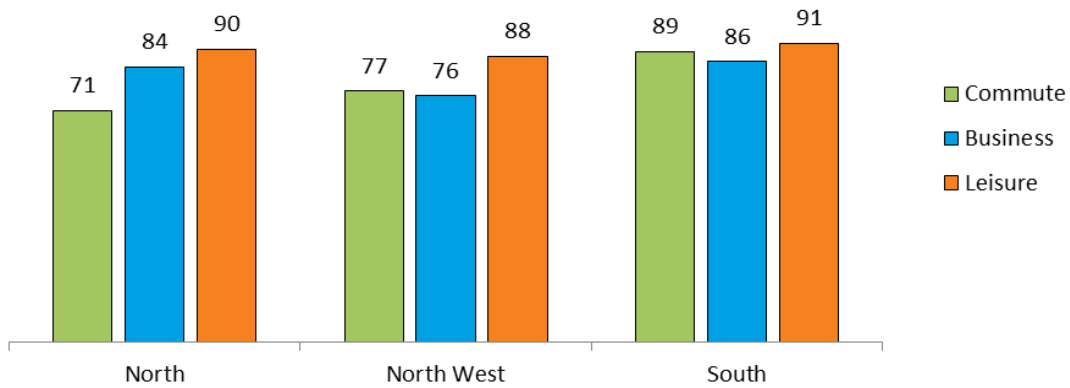


Satisfaction on the train



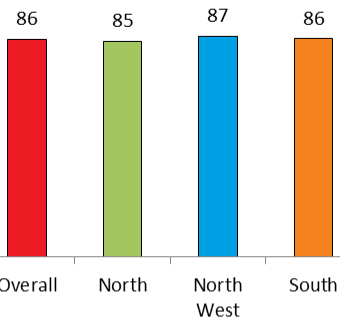
Satisfaction - in a bit more depth (Spring 2014)

Overall satisfaction - by route and journey type



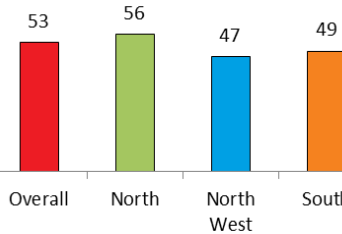
Punctuality/reliability

% satisfied



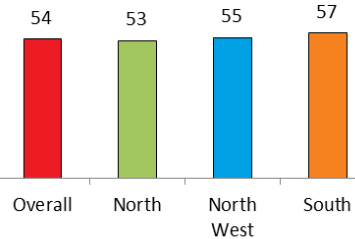
How well train company deals with delays

% rating well



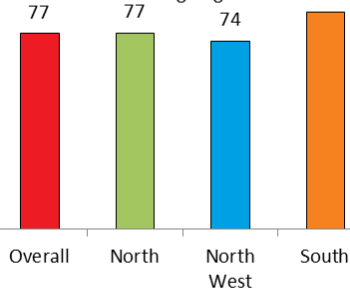
Value for money

% satisfied



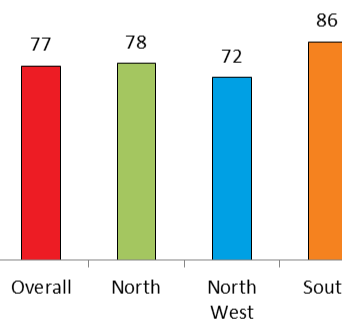
The ease of being able to get on and off

% rating as good



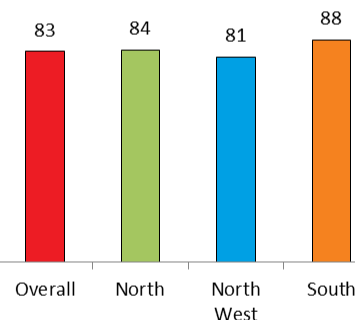
Comfort of the seating area

% rating as good



Cleanliness inside the train

% rating as good



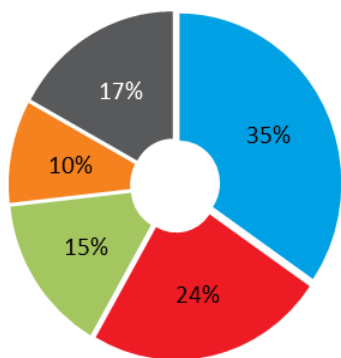
What impacts on satisfaction and dissatisfaction?

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.

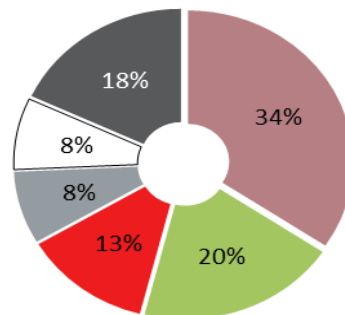
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness inside the train
- Ease of being able to get on / off
- Comfort of the seating area
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Ease of being able to get on / off
- Cleanliness inside the train
- Sufficient room for passengers to sit/stand
- Personal security on board the train
- 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>