

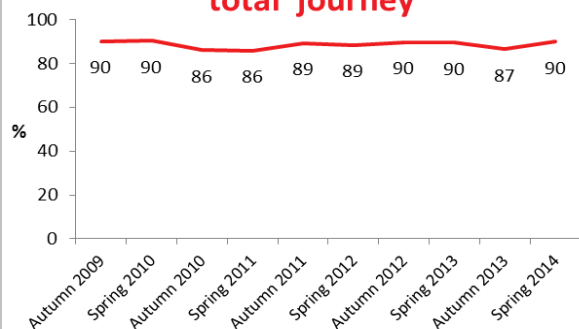
Rail Passenger Satisfaction at a glance: ScotRail - Spring 2014

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.

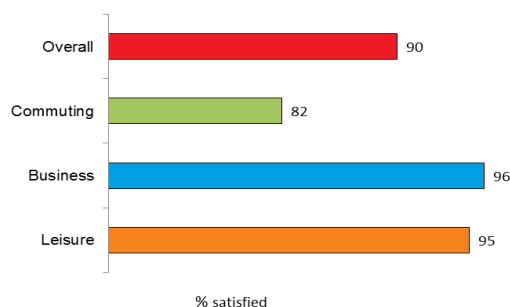
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For ScotRail this time we spoke to 1,094 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.

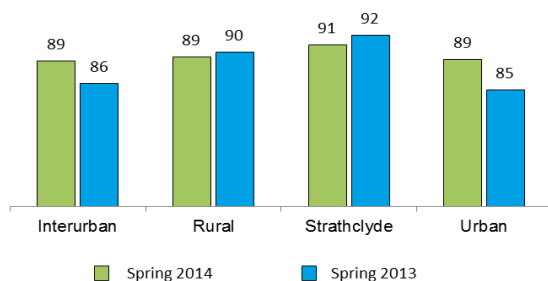
Overall satisfaction with the total journey



Overall satisfaction by journey purpose



Overall satisfaction by route



How routes are defined

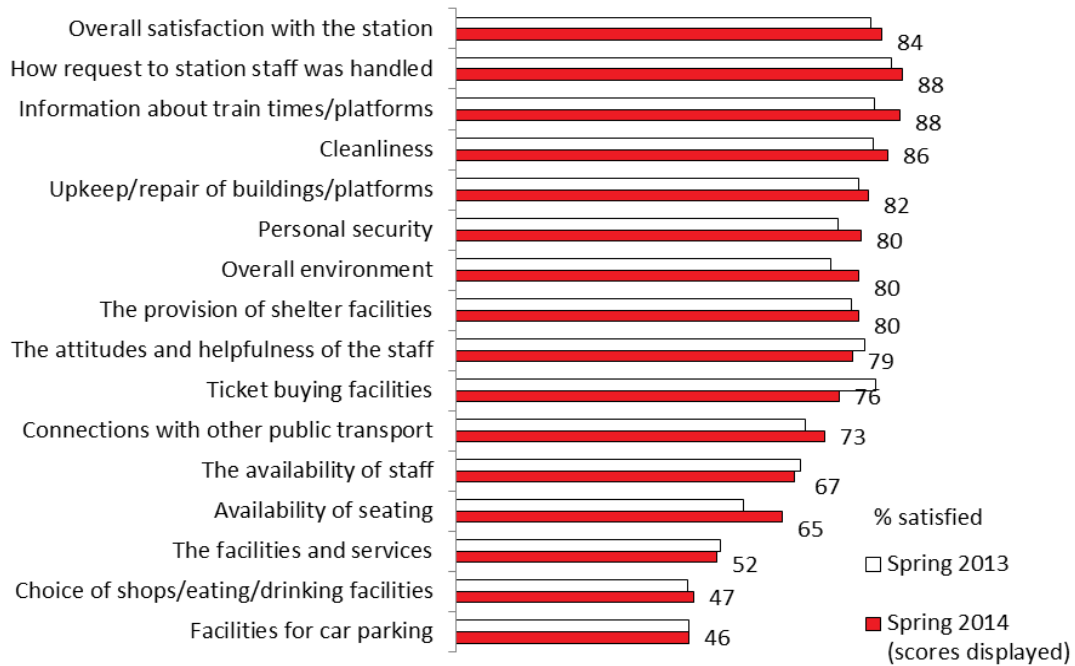
Interurban: Journeys on longer distance rail lines between urban areas

Rural: Journeys on predominantly rural rail lines

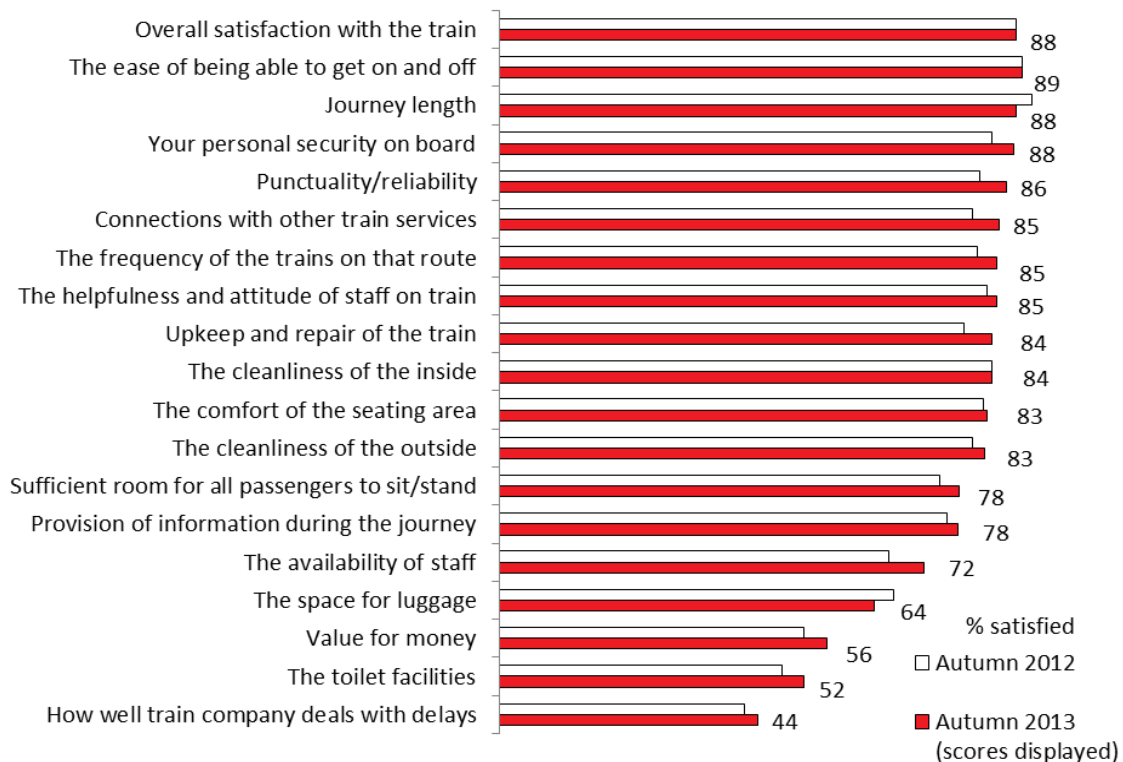
Strathclyde: Journeys on local rail lines within Strathclyde

Urban: Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

Satisfaction at the station where boarded

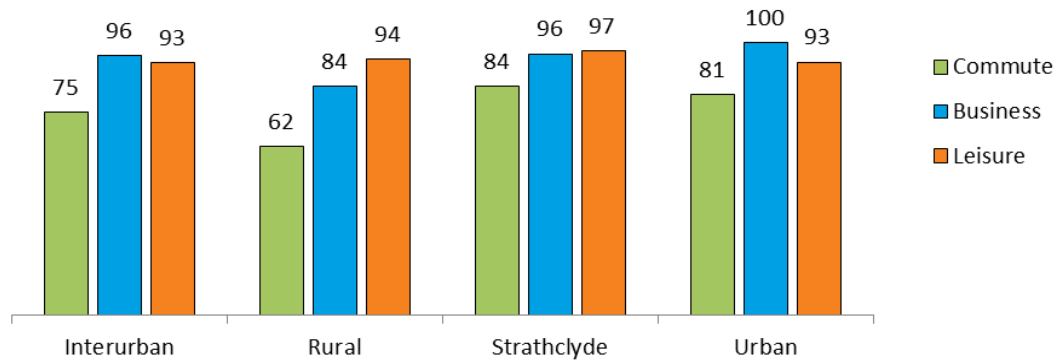


Satisfaction on the train

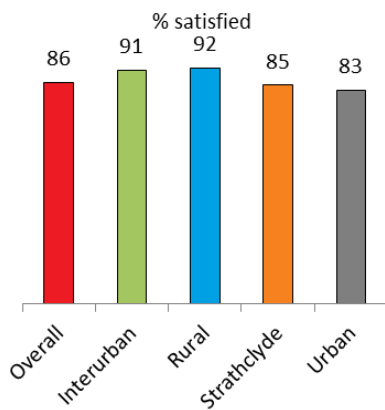


Satisfaction - in a bit more depth (Spring 2014)

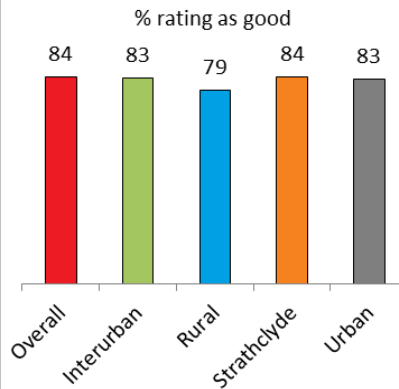
Overall satisfaction - by route and journey type



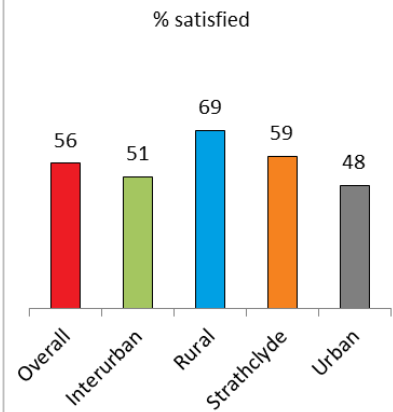
Punctuality/reliability



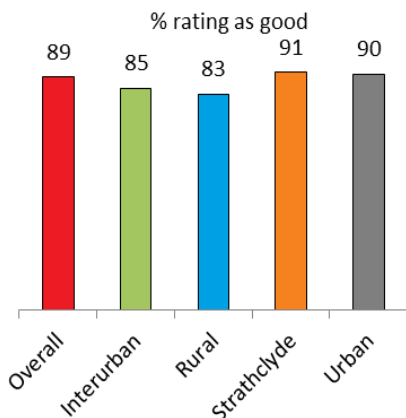
Cleanliness inside the train



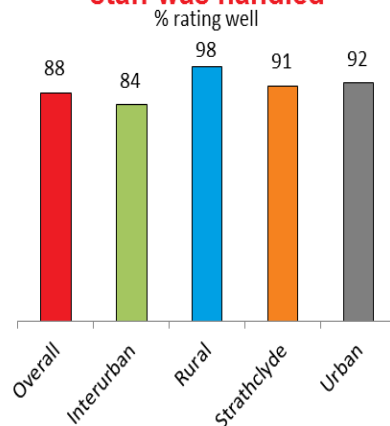
Value for money



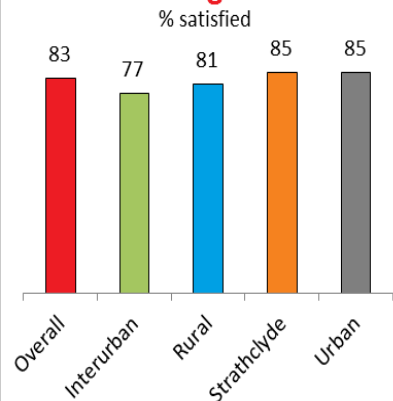
Ease of being able to get on/off



How request to station staff was handled



Comfort of the seating area



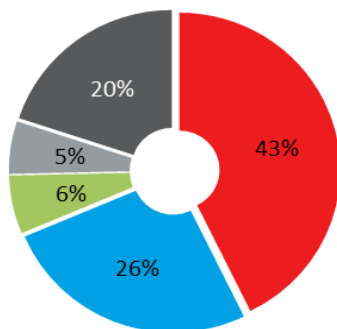
What impacts on satisfaction and dissatisfaction?

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.

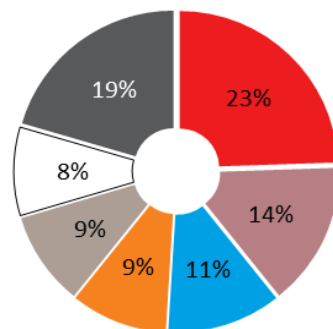
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Punctuality/reliability
- Value for money
- Comfort of the seating area
- Others

What has the biggest impact on overall dissatisfaction?



- Cleanliness inside the train
- Ease of being able to get on / off
- Punctuality/reliability
- How request to station staff handled
- Sufficient room for passengers to sit/stand
- Information during the journey
- 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>