

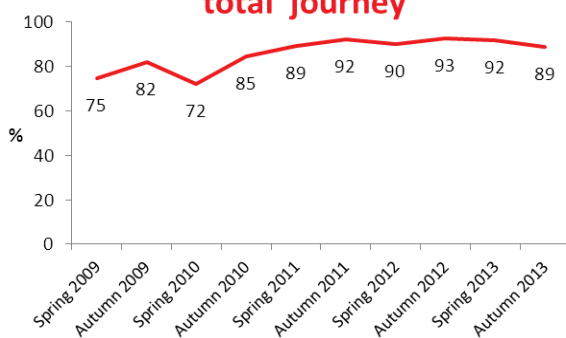
Rail Passenger Satisfaction at a glance: London Overground - Autumn 2013

Passenger Focus is the independent 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.

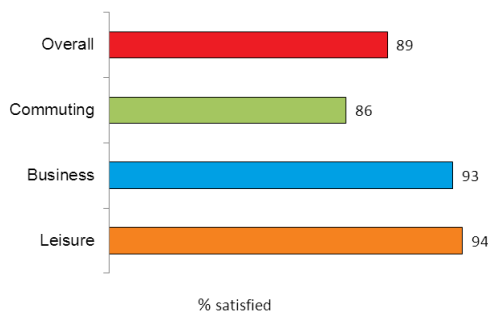
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For London Overground this time we spoke to 1000 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.

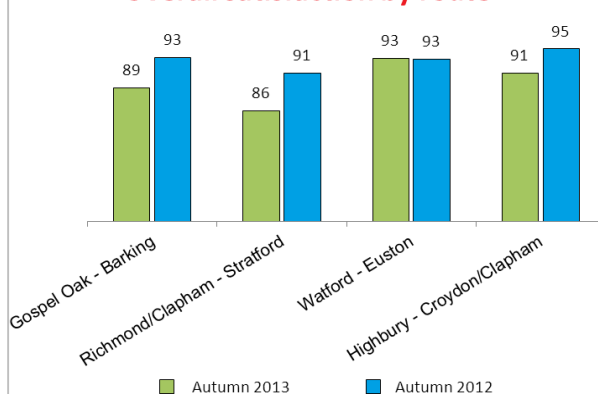
Overall satisfaction with the total journey



Overall satisfaction by journey purpose



Overall satisfaction by route



How routes are defined

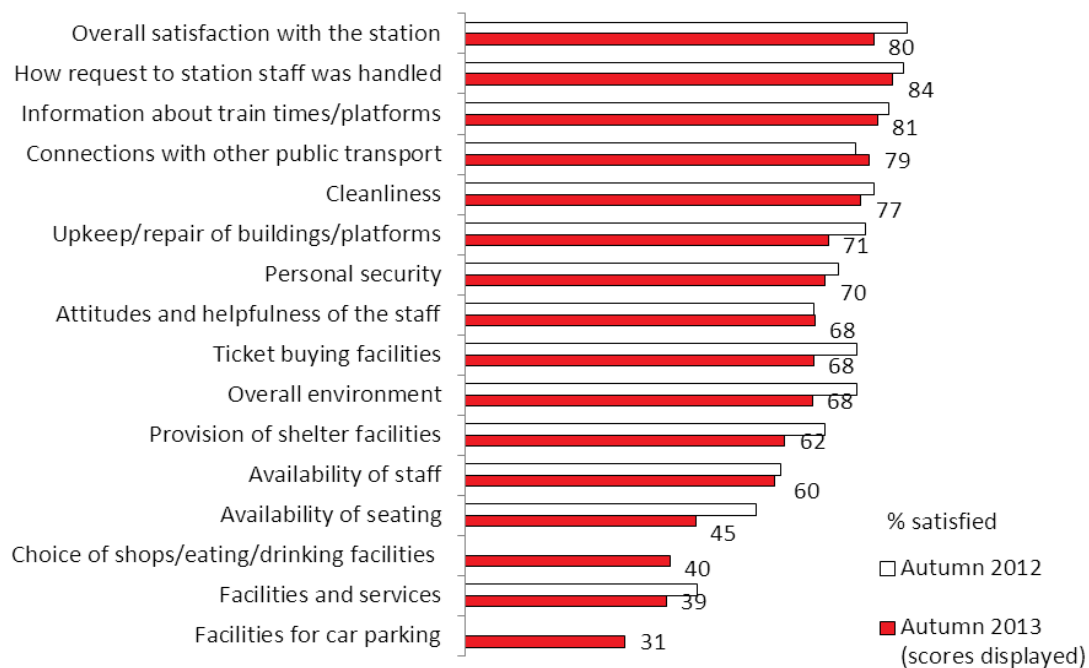
Gospel Oak - Barking: Journeys on the Gospel Oak – Barking line

Richmond/Clapham - Stratford: Journeys on the Richmond – Stratford and Clapham Junction – Willesden Junction/Stratford rail lines

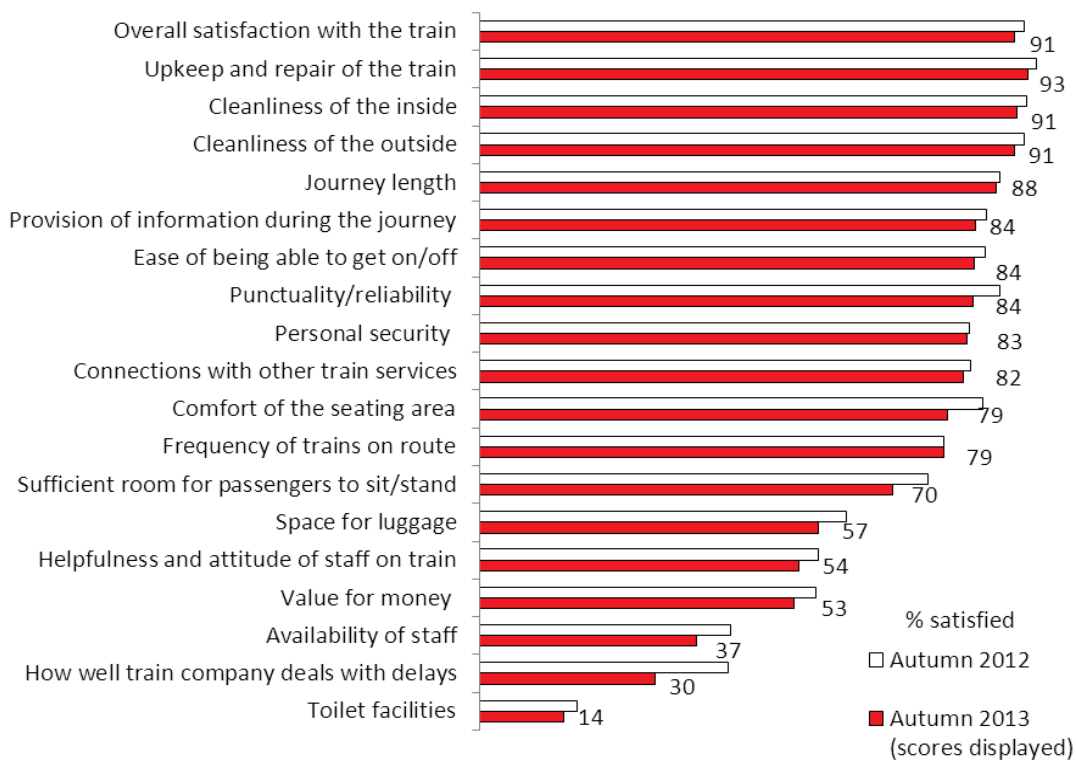
Watford - Euston: Journeys on the London Euston – Watford line

Highbury - Croydon/Clapham: Journeys on the Highbury & Islington – West Croydon and Highbury & Islington - Clapham Junction lines

Satisfaction at the station where boarded

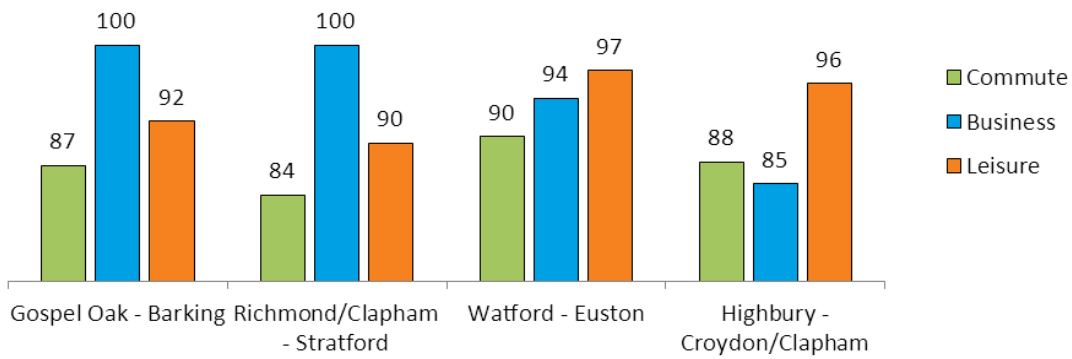


Satisfaction on the train



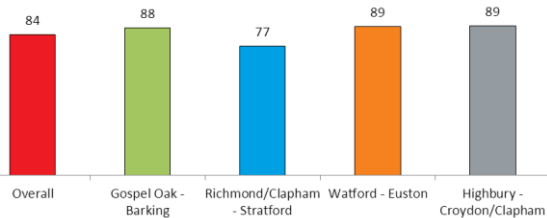
Satisfaction - in a bit more depth (Autumn 2013)

Overall satisfaction - by route and journey type



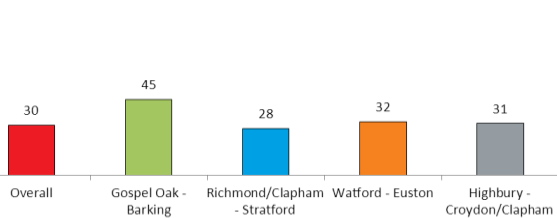
Punctuality/reliability

% satisfied



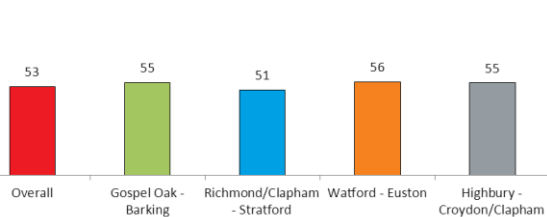
How well train company deals with delays

% rating well



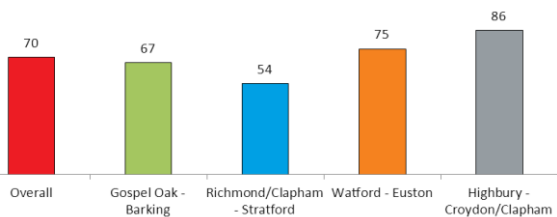
Value for money

% satisfied



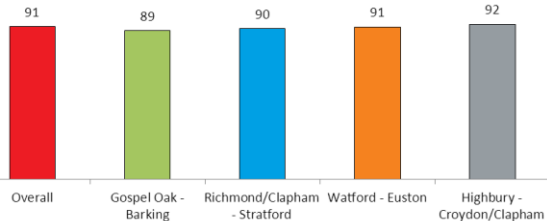
Room to sit/stand

% rating as good



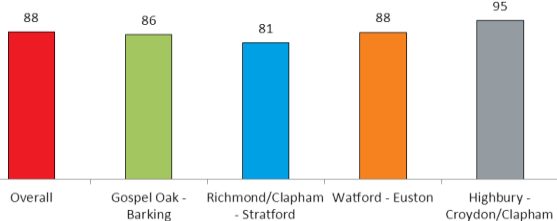
Cleanliness inside the train

% rating as good



Journey length

% satisfied



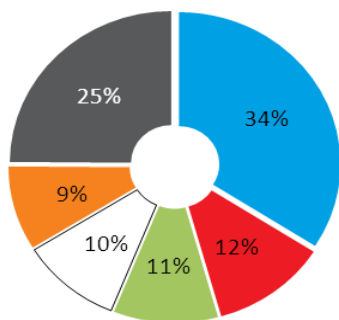
What impacts on satisfaction and dissatisfaction?

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.

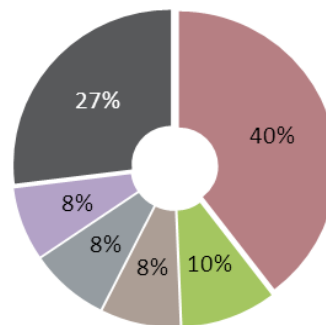
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Journey length
- Ease of being able to get on / off
- Punctuality/reliability
- Overall station environment
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Ease of being able to get on / off
- Provision of information during journey
- Connections with other train services
- How request to station staff was handled
- 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>