

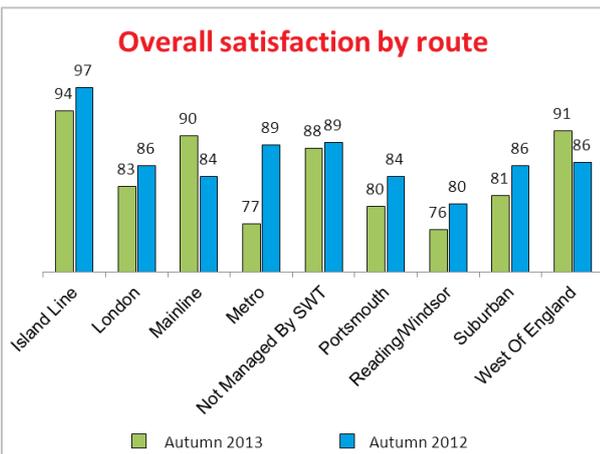
Rail Passenger Satisfaction at a glance: South West Trains - Autumn 2013



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 South West Trains this time we spoke to 2100 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

Island Line: Journeys starting from stations on the Isle of Wight

London: Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

Mainline: Journeys starting from stations between Micheldever and Weymouth

Metro: Journeys starting from stations between Earlsfield and Surbiton

Not managed by SWT: Journeys starting from stations not run by South West Trains (not including stations in London)

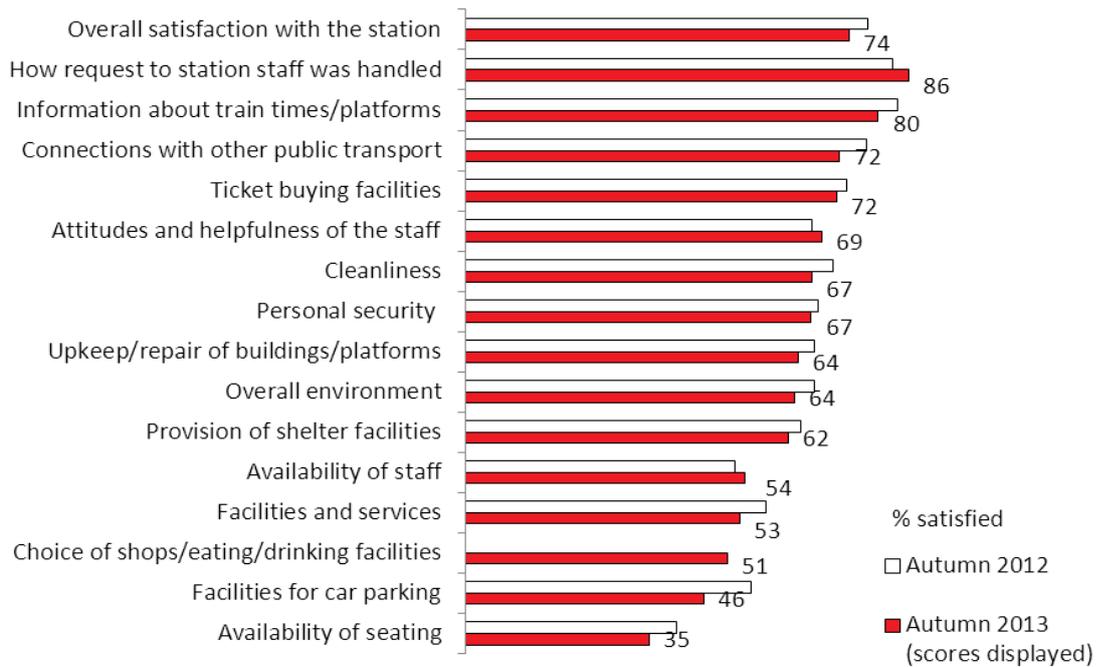
Portsmouth: Journeys starting from stations in Portsmouth and the surrounding area

Reading/Windsor: Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

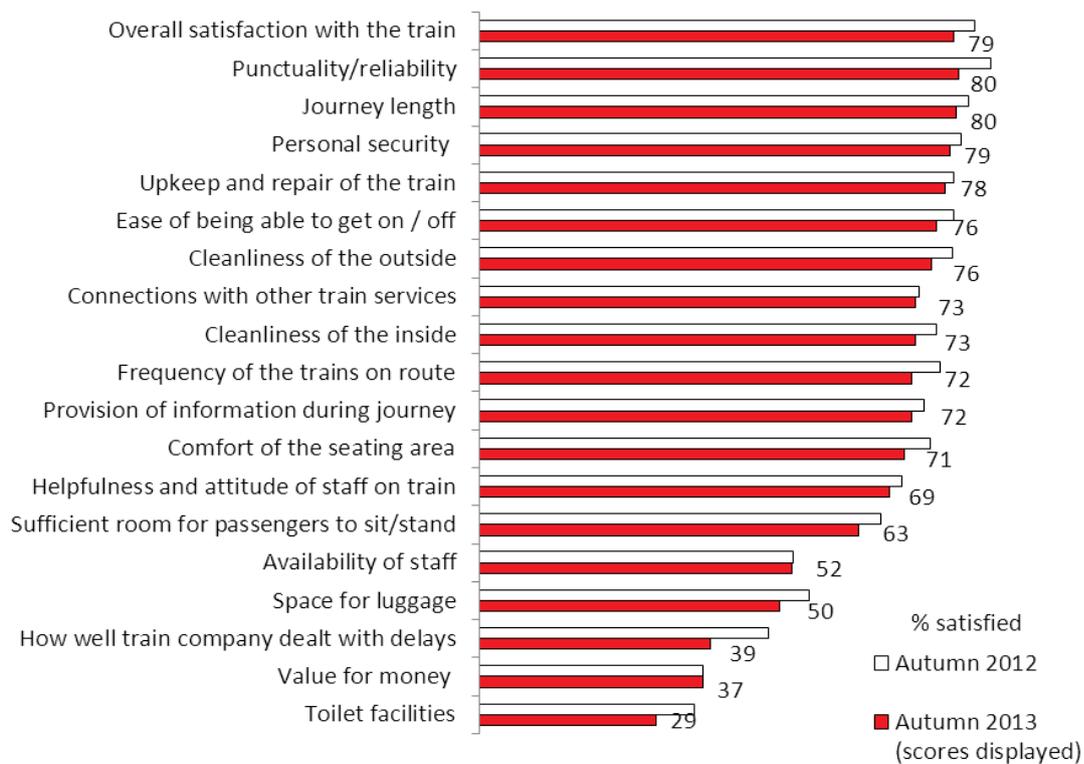
Suburban: Journeys starting from stations in the Woking area

West of England: Journeys starting from stations on the line between Basingstoke and Exeter

Satisfaction at the station where boarded

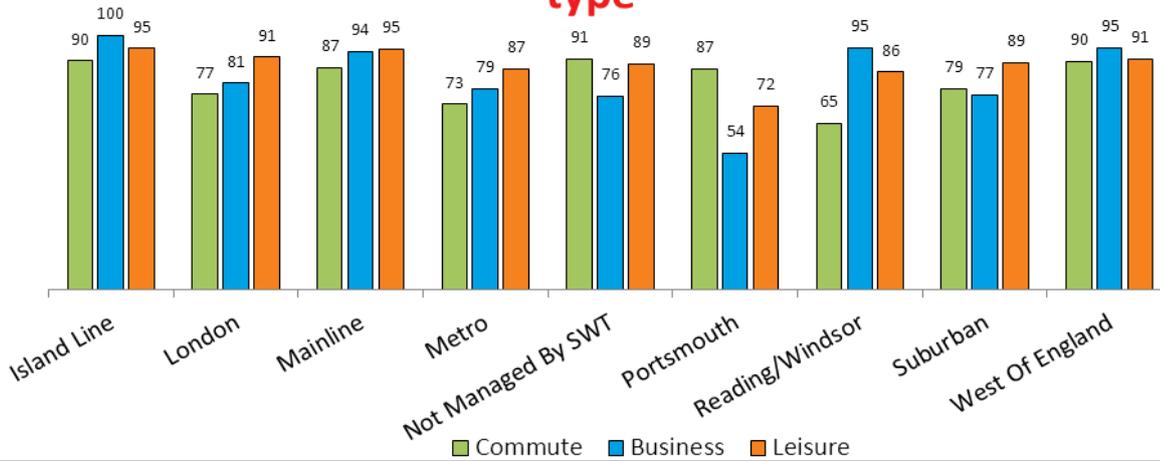


Satisfaction on the train

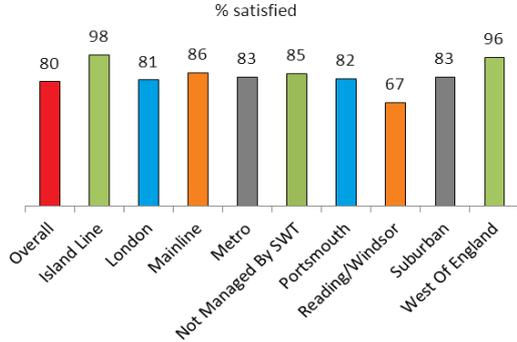


Satisfaction - in a bit more depth (Autumn 2013)

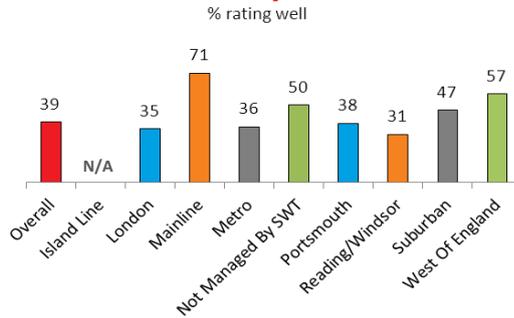
Overall satisfaction - by route and journey type



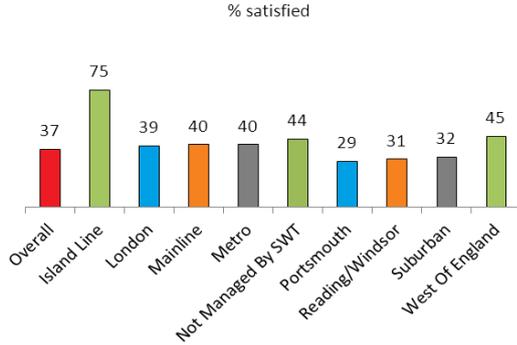
Punctuality/reliability



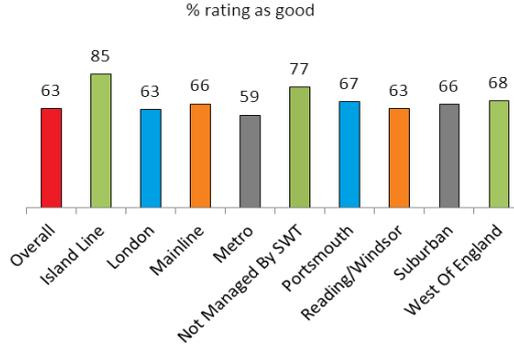
How well train company deals with delays



Value for money



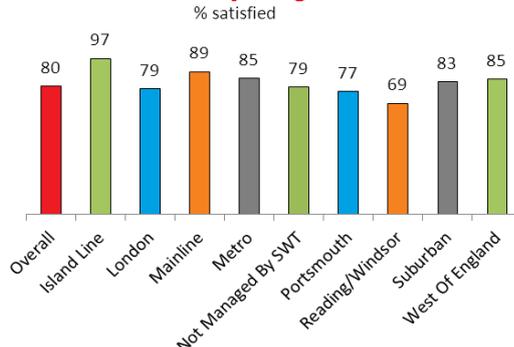
Room to sit/stand



Cleanliness inside the train



Journey length



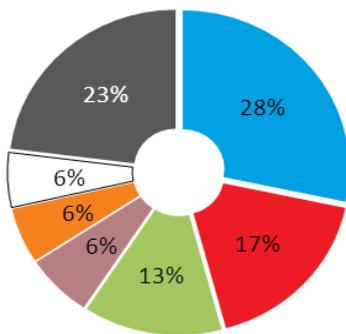
What impacts on satisfaction and dissatisfaction?

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.

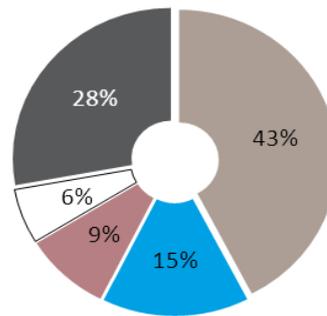
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Journey length
- Cleanliness inside 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>