

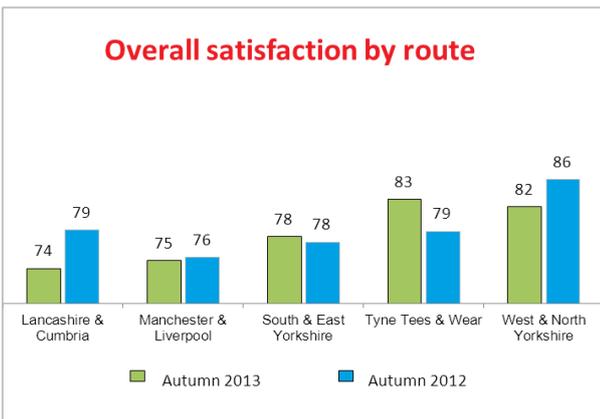
Rail Passenger Satisfaction at a glance: Northern Rail - Autumn 2013



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 Northern Rail this time we spoke to 1200 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

Lancashire & Cumbria: Journeys from stations in Lancashire and Cumbria

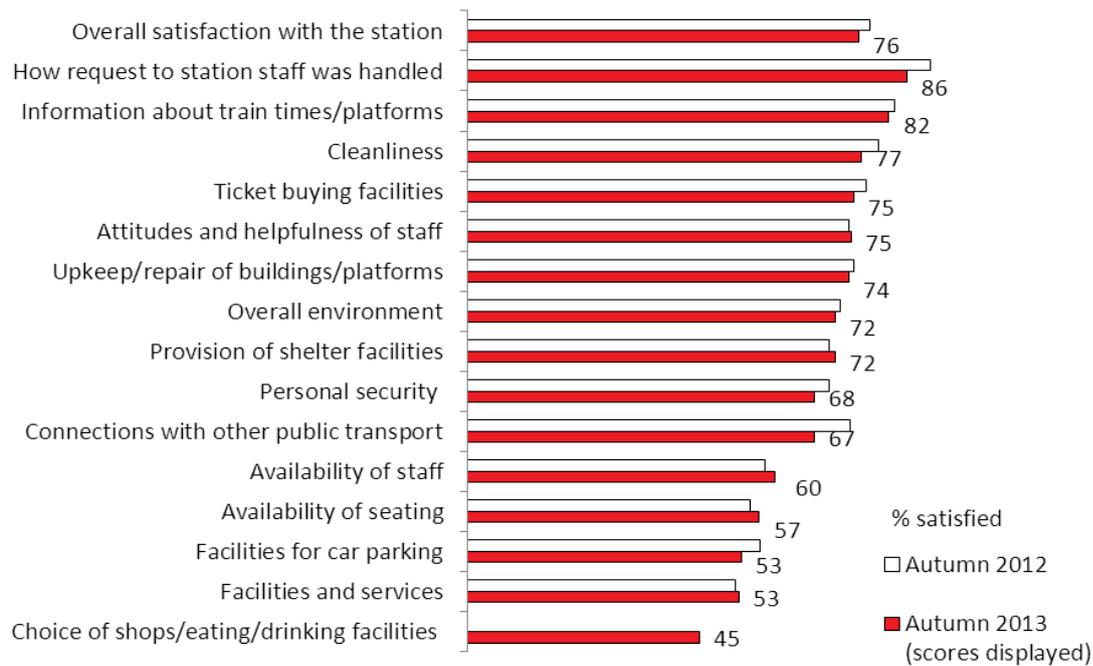
Manchester & Liverpool: Journeys from stations in the Manchester and Liverpool conurbations

South & East Yorkshire: Journeys from stations in South and East Yorkshire, and Lincolnshire

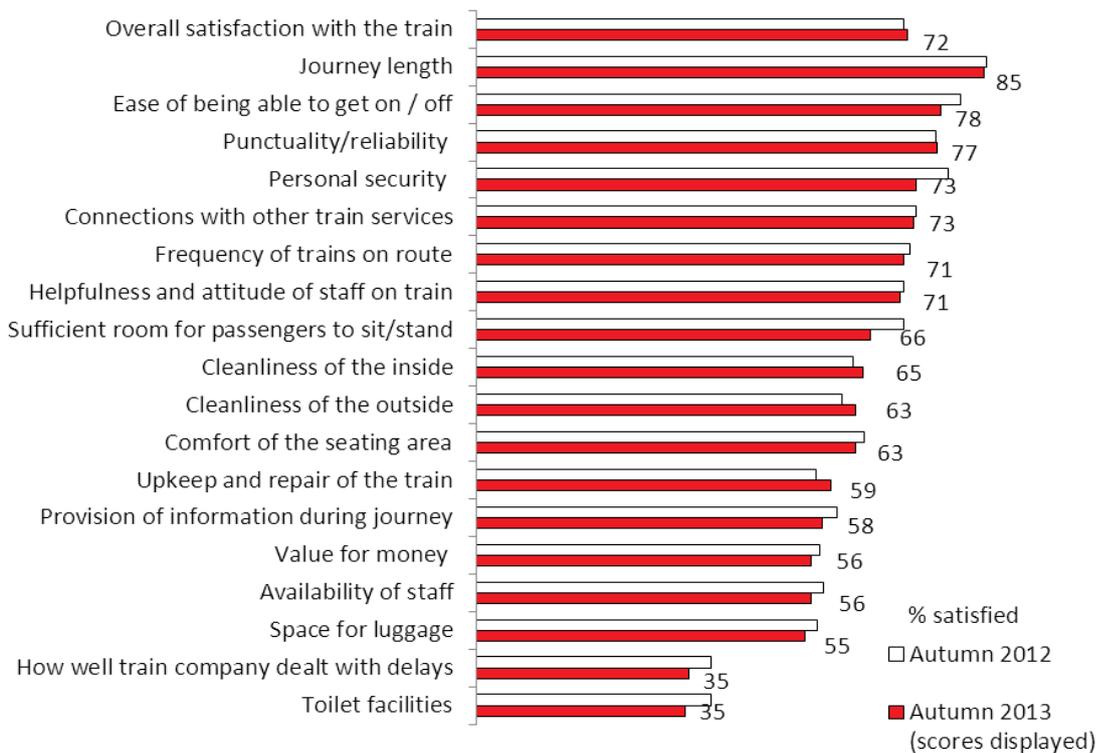
Tyne Tees & Wear: Journeys from stations in Tyne and Wear

West & North Yorkshire: Journeys from stations in West and North Yorkshire

Satisfaction at the station where boarded

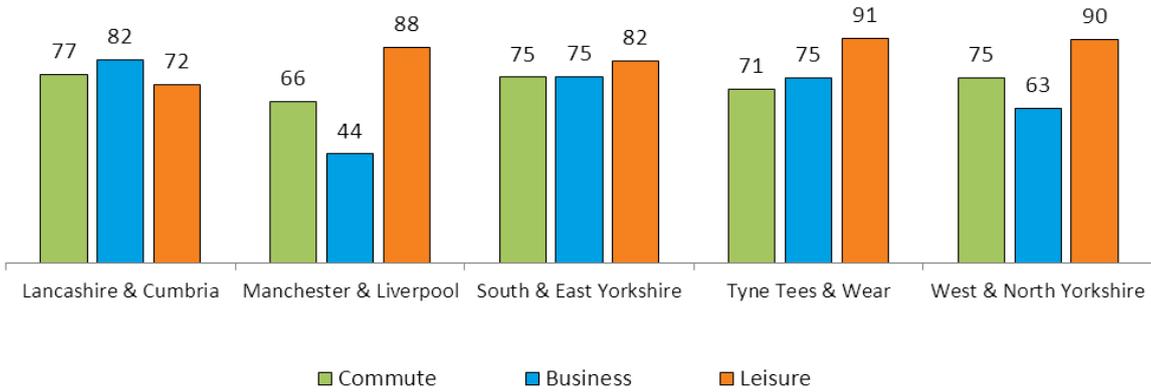


Satisfaction on the train



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



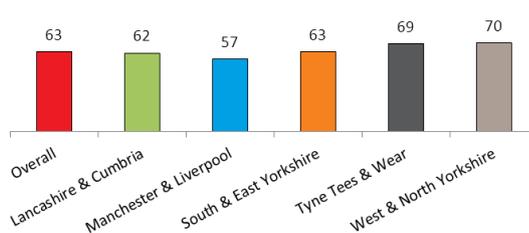
Cleanliness inside the train

% rating as good



Comfort of the seating area

% rating as good



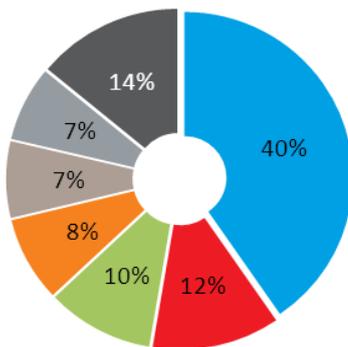
What impacts on satisfaction and dissatisfaction?

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.

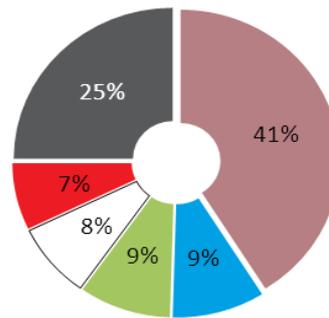
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Ease of being able to get on/off
- Cleanliness inside the train
- Comfort of the seating area
- Overall station environment
- Value for money
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Cleanliness inside the train
- How request to station staff was handled
- Ease of being able to get 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>