

# Rail Passenger Satisfaction at a glance: East Coast - Autumn 2013

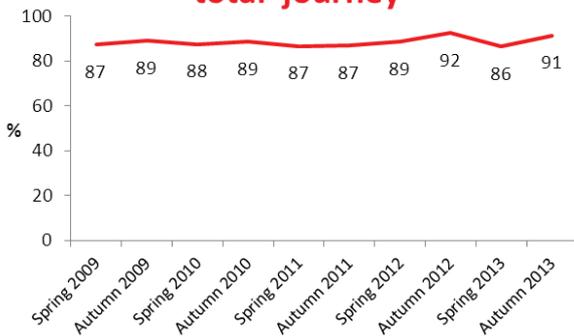


Passenger Focus is the independent watchdog. Our mission is to get the best deal for passengers. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel for Great Britain.

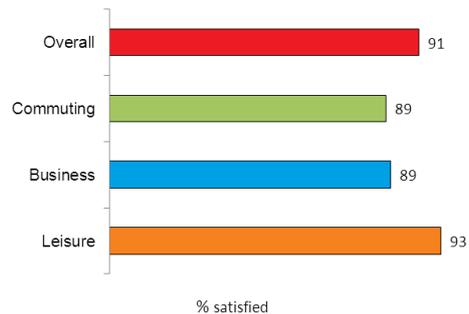
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For East Coast 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.

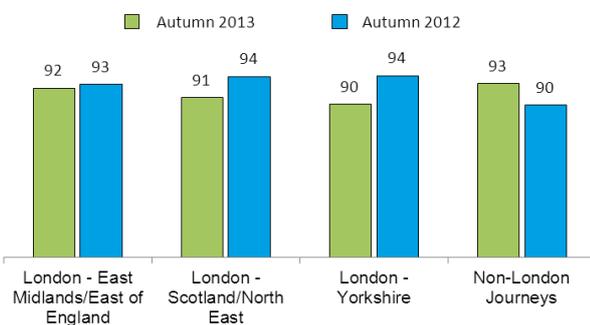
## Overall satisfaction with the total journey



## Overall satisfaction by journey purpose



## Overall satisfaction by route



### How routes are defined

#### London - East Midlands/East of England:

Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

#### London - Scotland/North East:

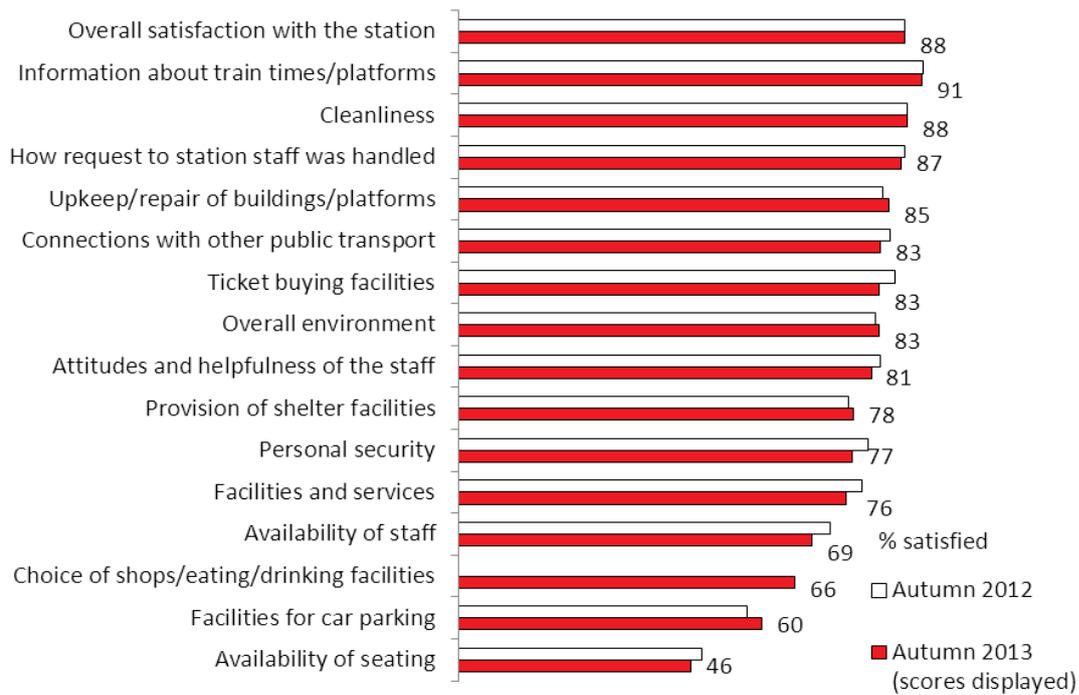
Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

#### London - Yorkshire:

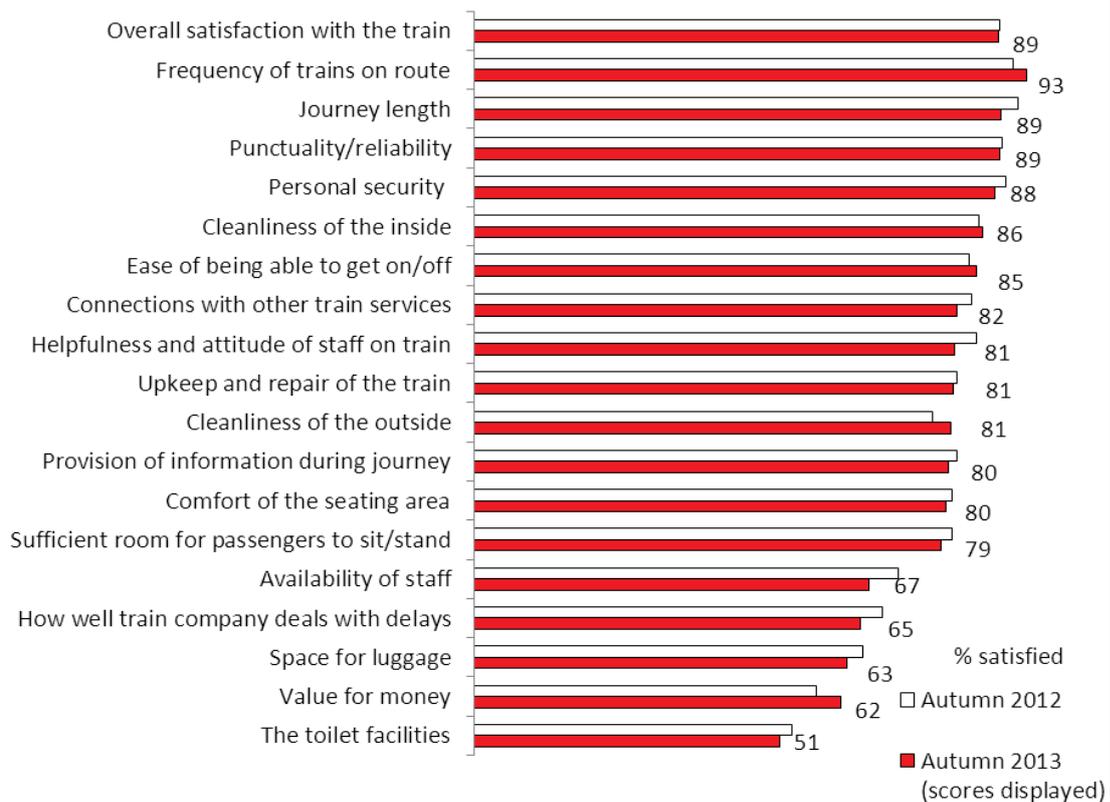
Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

**Non-London Journeys:** Passengers travelling (on any route) that are not going to or from London

## 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



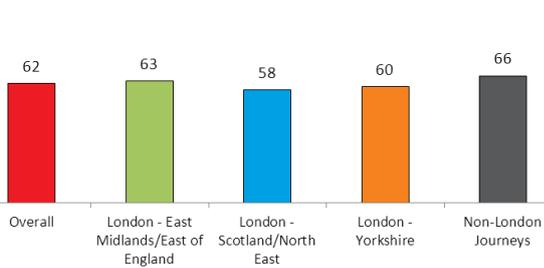
#### How train company dealt with delays

% rating well



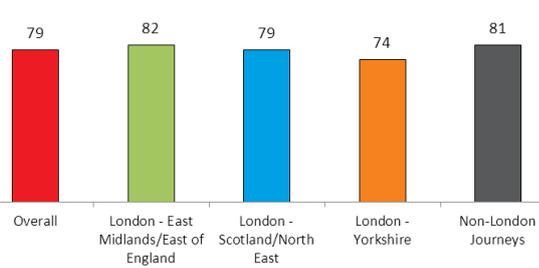
#### Value for money

% satisfied



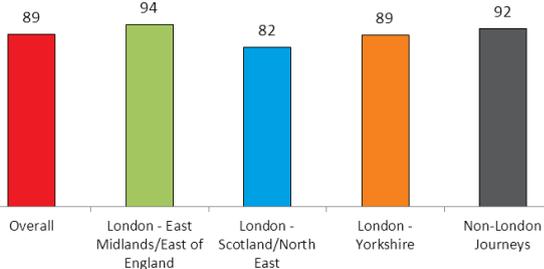
#### Room to sit/stand

% rating as good



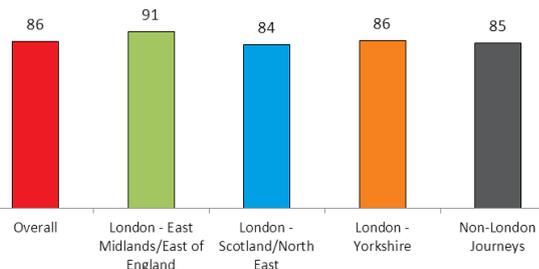
#### Journey length

% satisfied



#### Cleanliness inside the train

% rating as good



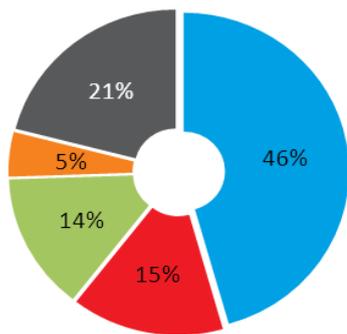
## What impacts on satisfaction and dissatisfaction?

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.

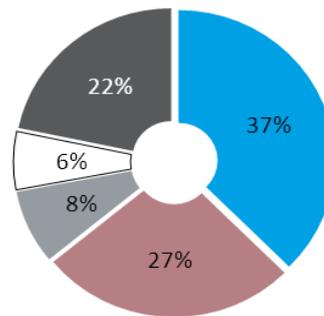
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

### What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Journey length
- Cleanliness inside the train
- Comfort of the seating
- Others

### What has the biggest impact on overall dissatisfaction?



- Punctuality/reliability
- How train company dealt with delays
- Helpfulness and attitude of staff
- Connections with other trains
- 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>