

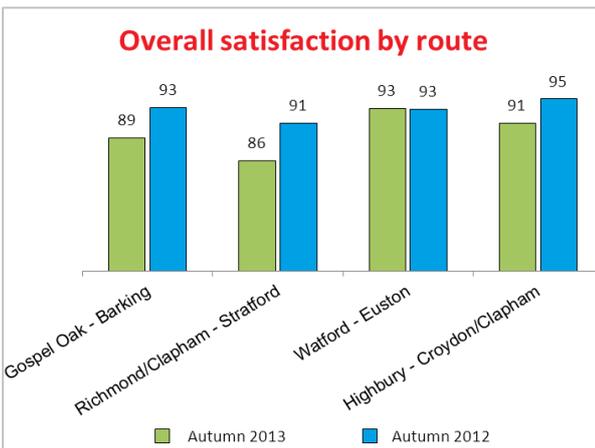
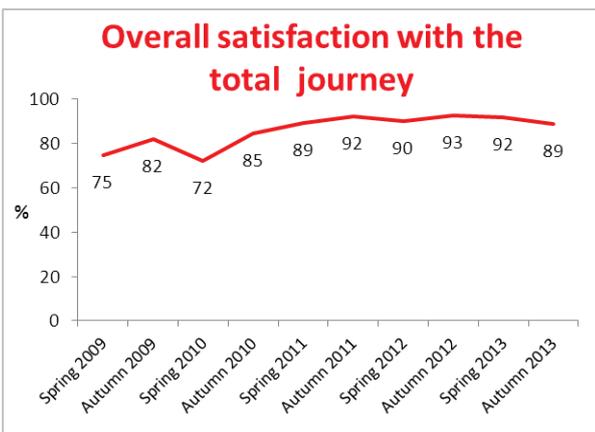
# Rail Passenger Satisfaction at a glance: London Overground - Autumn 2013



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.



#### How routes are defined

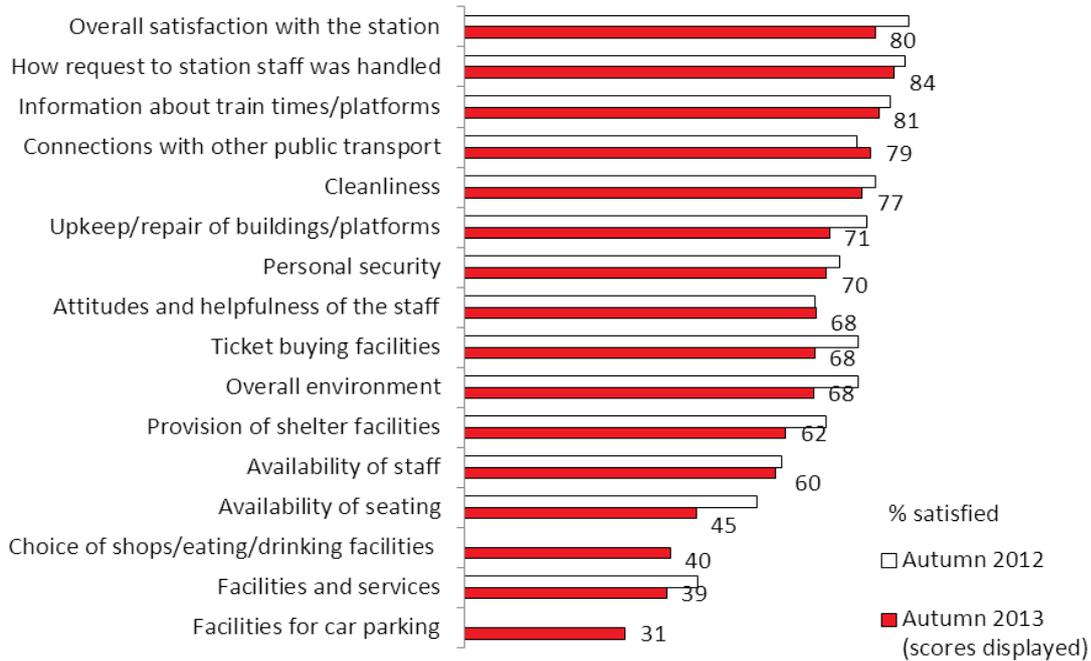
**Gospel Oak - Barking:** Journeys on the Gospel Oak – Barking line

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

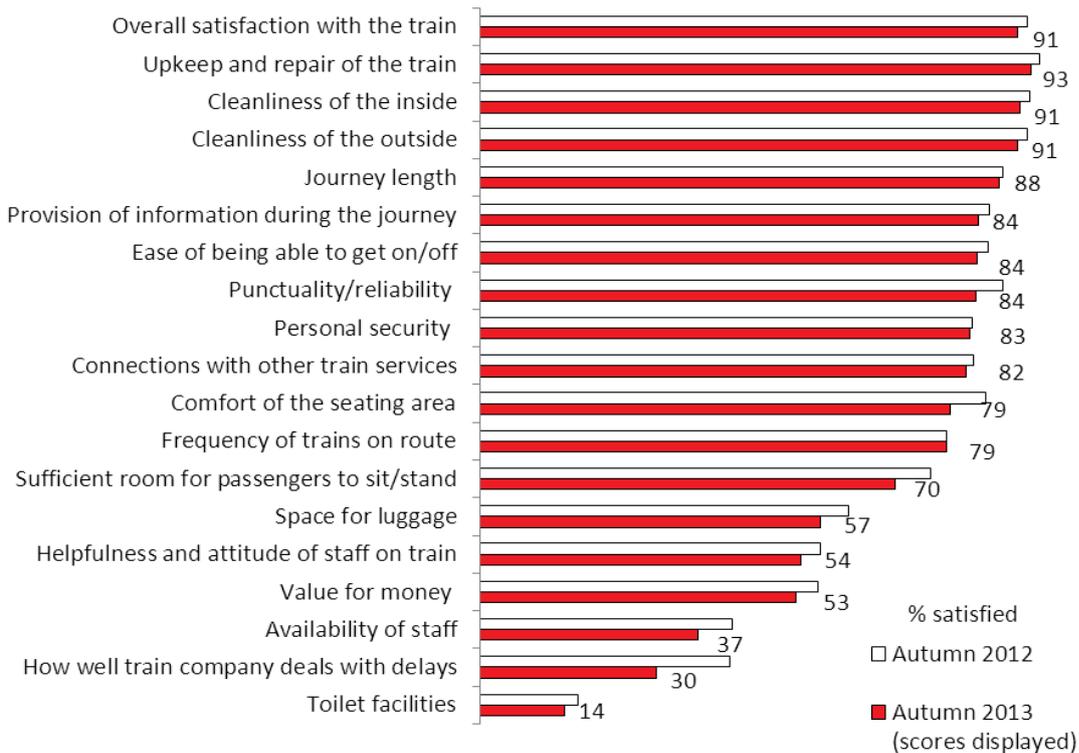
**Watford - Euston:** Journeys on the London Euston – Watford line

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

## Satisfaction at the station where boarded

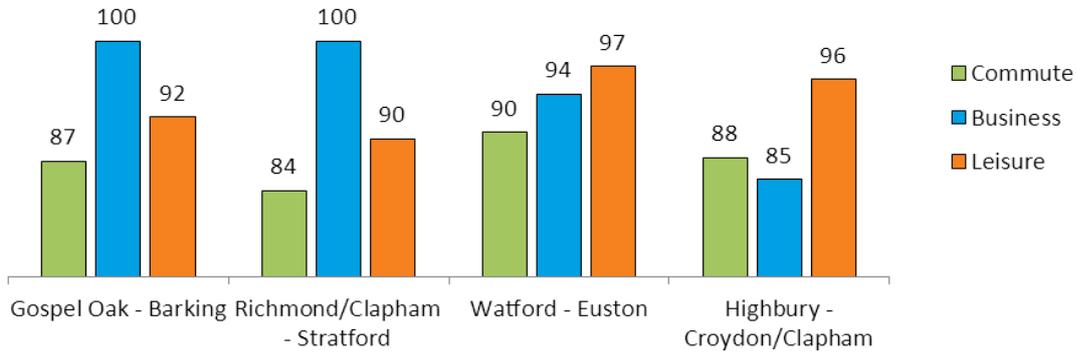


## Satisfaction on the train



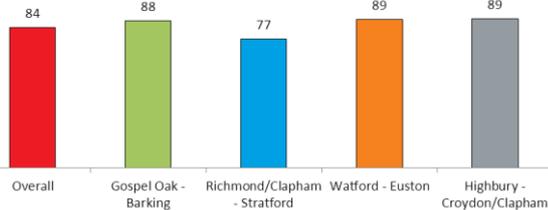
## Satisfaction - in a bit more depth (Autumn 2013)

### Overall satisfaction - by route and journey type



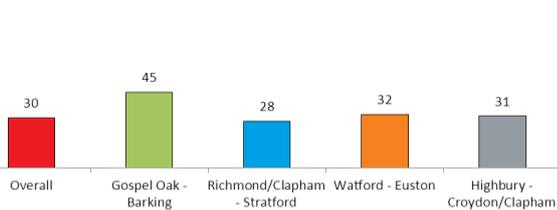
#### Punctuality/reliability

% satisfied



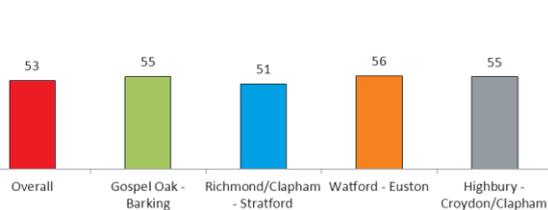
#### How well train company deals with delays

% rating well



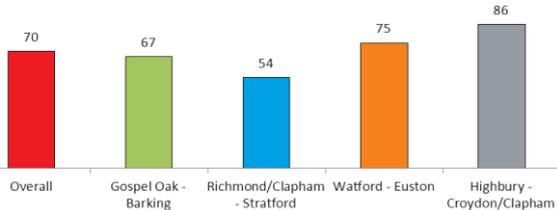
#### Value for money

% satisfied



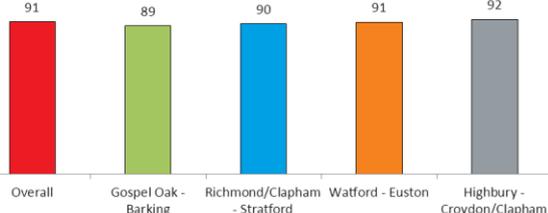
#### Room to sit/stand

% rating as good



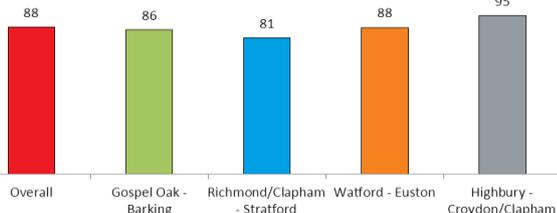
#### Cleanliness inside the train

% rating as good



#### Journey length

% satisfied



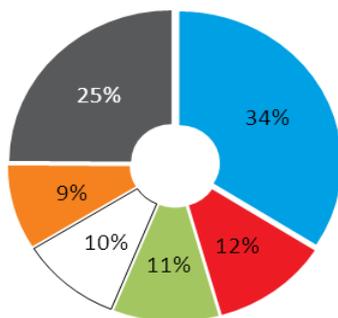
## What impacts on satisfaction and dissatisfaction?

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.

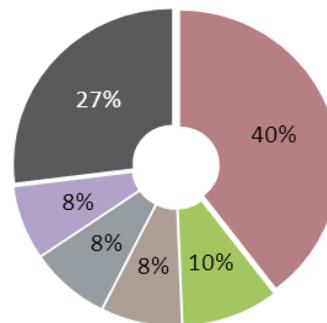
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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