

Rail Passenger Satisfaction at a glance: East Midlands Trains - Autumn 2013

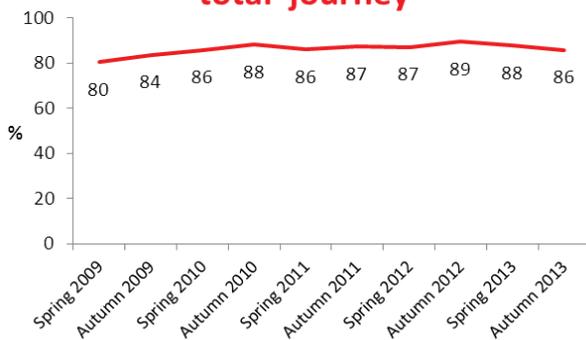


Passenger Focus is the independent watchdog. Our mission is to get the best deal for passengers. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel for Great Britain.

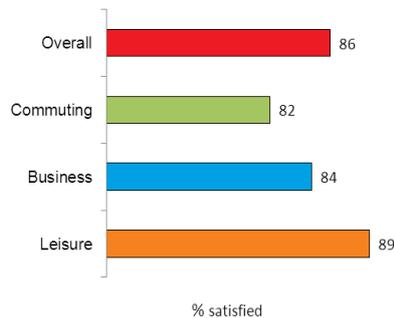
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For East Midlands Trains this wave we spoke to 1100 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



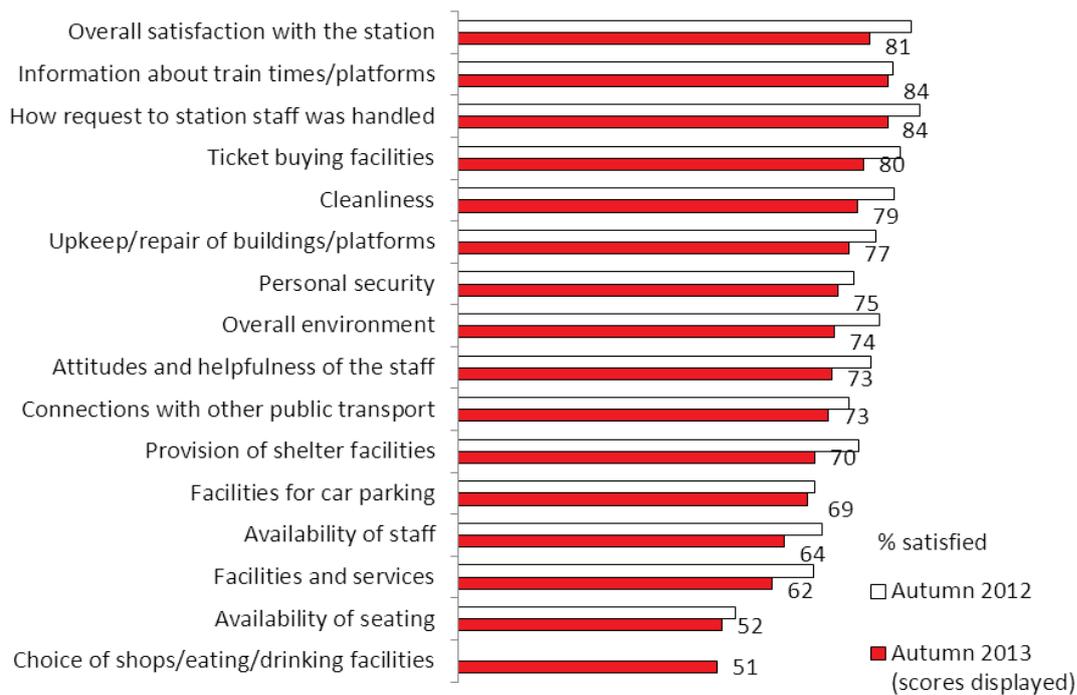
How routes are defined

Liverpool - Norwich: Journeys on the Liverpool - Norwich route

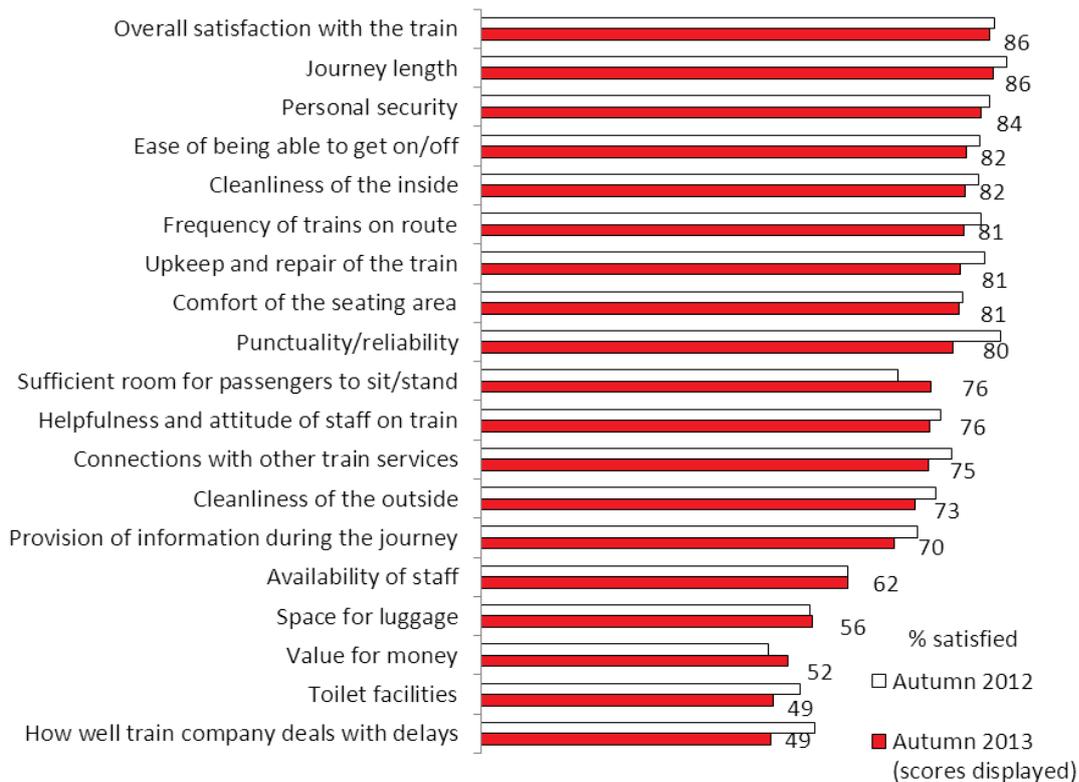
Local: Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

London: Journeys on the London - Sheffield route

Satisfaction at the station where boarded

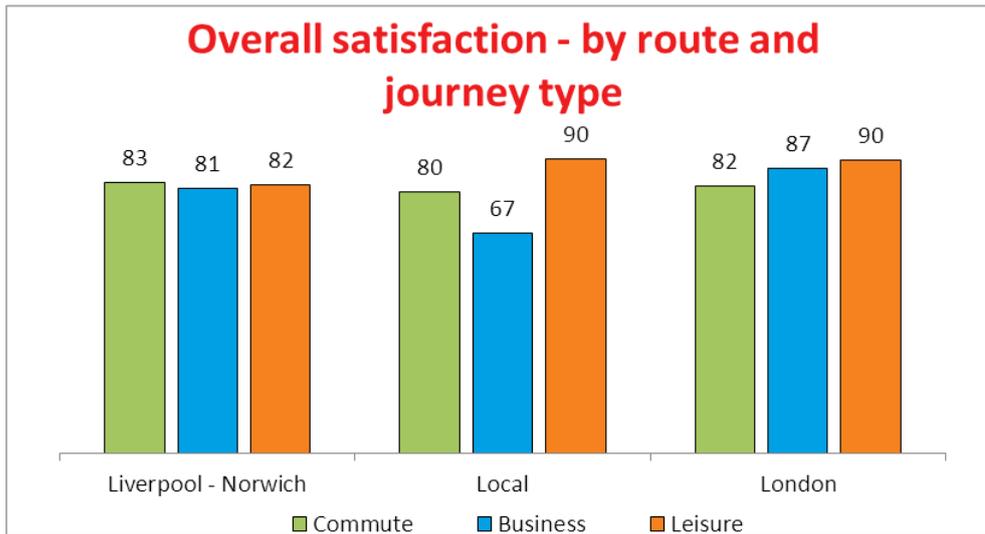


Satisfaction on the train



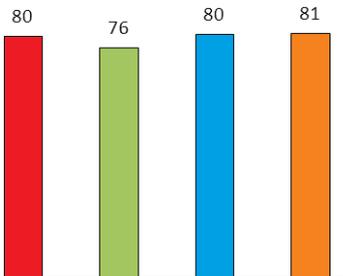
Satisfaction - in a bit more depth (Autumn 2013)

Overall satisfaction - by route and journey type



Punctuality/reliability

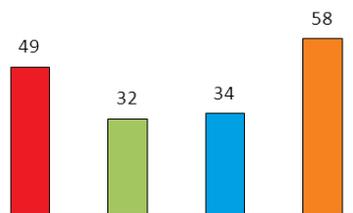
% satisfied



Overall Liverpool - Norwich Local London

How train company dealt with delays

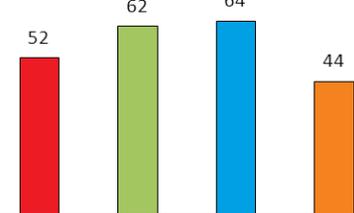
% rating well



Overall Liverpool - Norwich Local London

Value for money

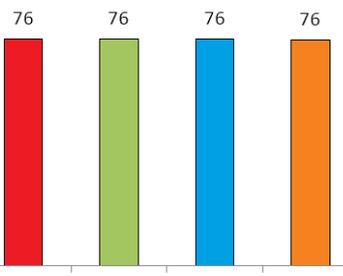
% satisfied



Overall Liverpool - Norwich Local London

Room to sit/stand

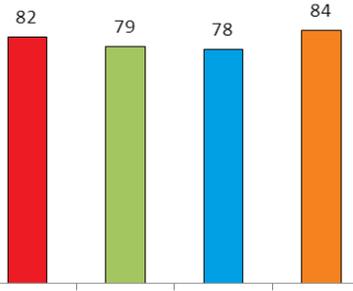
% rating as good



Overall Liverpool - Norwich Local London

Cleanliness inside the train

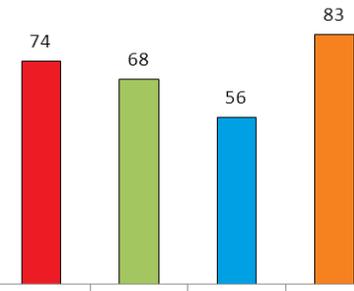
% rating as good



Overall Liverpool - Norwich Local London

Overall station environment

% rating as good



Overall Liverpool - Norwich Local London

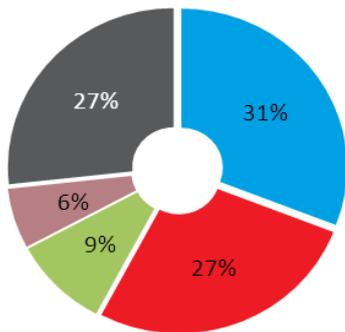
What impacts on satisfaction and dissatisfaction?

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.

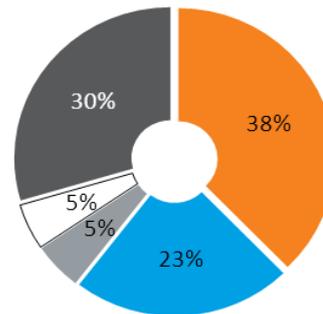
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness inside the train
- Ease of getting on/off the train
- Overall station environment
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Cleanliness outside the train
- Sufficient room for all to sit/stand
- 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>