

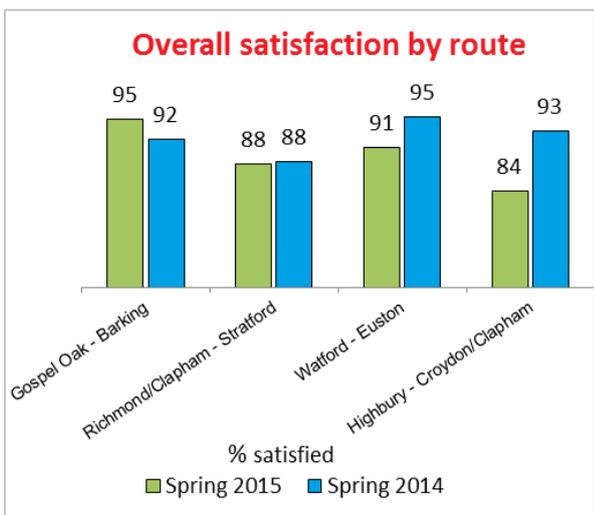
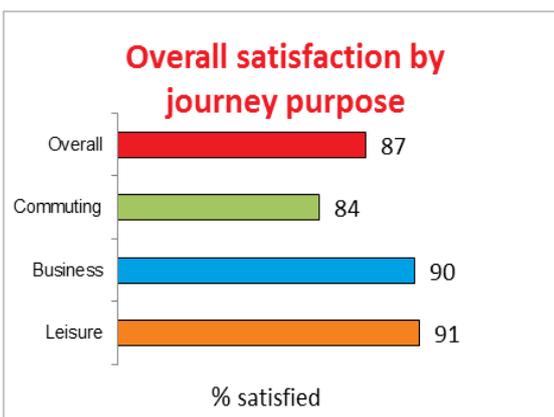
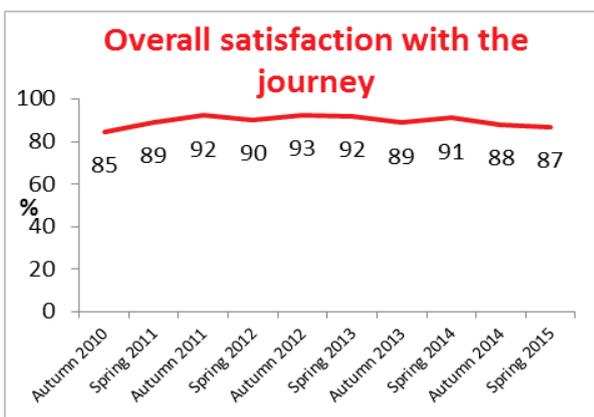
# Rail Passenger Satisfaction at a glance: London Overground - Spring 2015



Transport Focus is the independent transport-user watchdog. Our mission is to get the best deal for transport-users. 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 1247 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

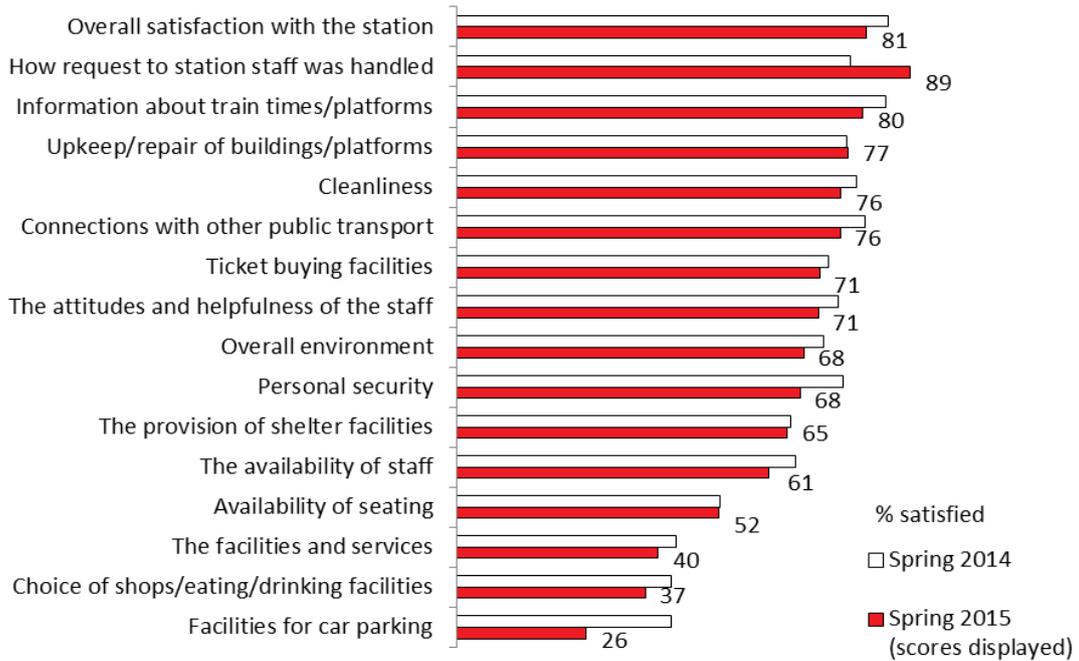
**Gospel Oak - Barking:** Journeys on the Gospel Oak – Barking line

**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 they boarded

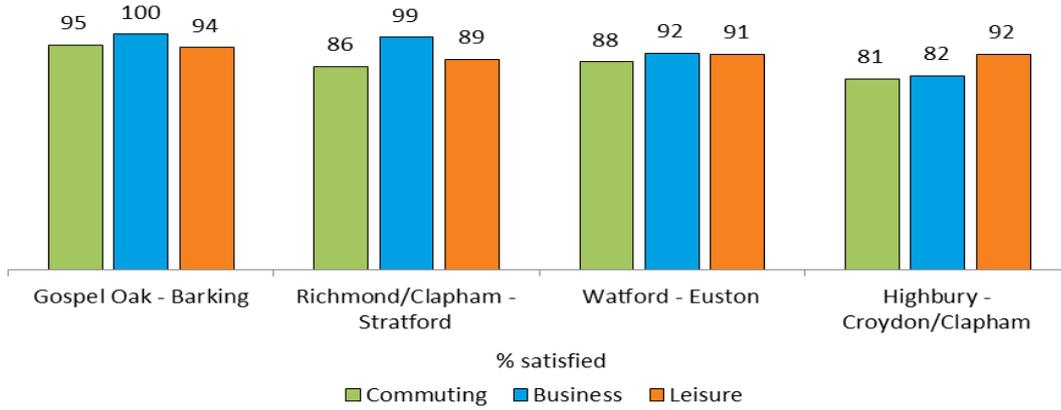


## Satisfaction at the station where they boarded



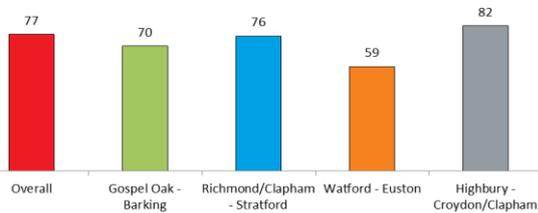
## Satisfaction - in a bit more depth (Spring 2015)

### Overall satisfaction - by route and journey type



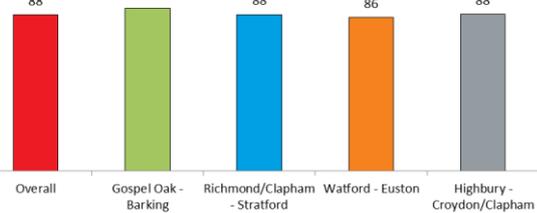
#### Frequency of trains on that route

% rating as good



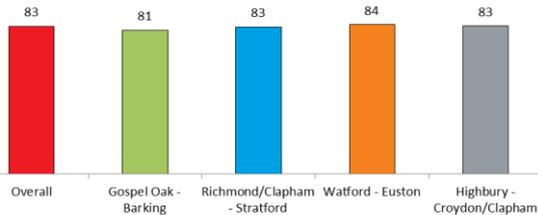
#### Cleanliness inside the train

% rating as good



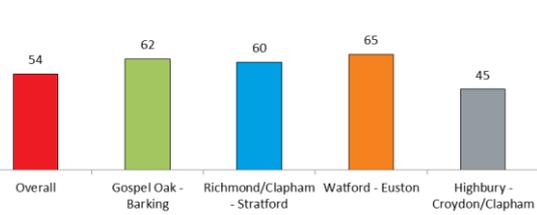
#### Ease of getting on /off

% satisfied



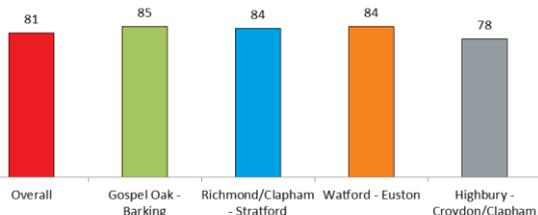
#### Value for money

% satisfied



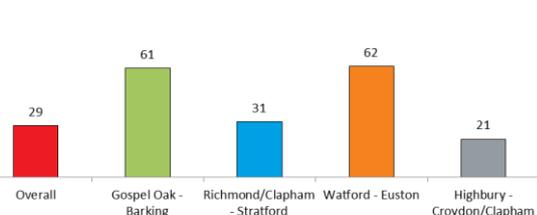
#### Punctuality/reliability

% satisfied



#### How well train company deals with delays

% rating well



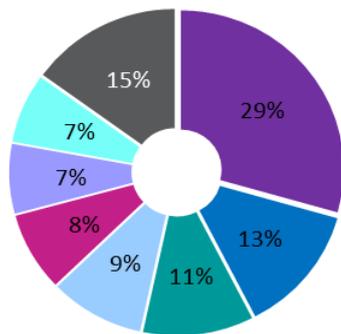
## What impacts on satisfaction and dissatisfaction?

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.

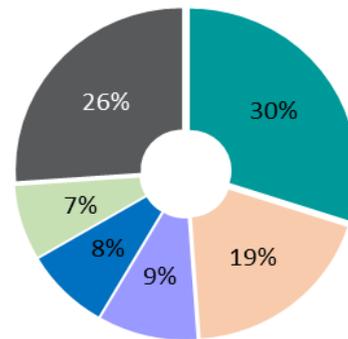
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

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



- Cleanliness inside the train
- Frequency of trains on route
- Ease of being able to get on/off
- Punctuality/reliability
- Information about train times/platforms
- Journey length
- Comfort of the seating area
- Others

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



- Ease of being able to get on/off
- How train company dealt with delays
- Journey length
- Frequency of trains on route
- Provision of information during the journey
- Others

This is just a quick look at passenger satisfaction.

To download the full National Rail Passenger Survey, visit:

<http://www.transportfocus.org.uk/research/national-passenger-survey-introduction>

You can explore the results in more depth at:

<http://www.transportfocus.org.uk/our-open-data>