

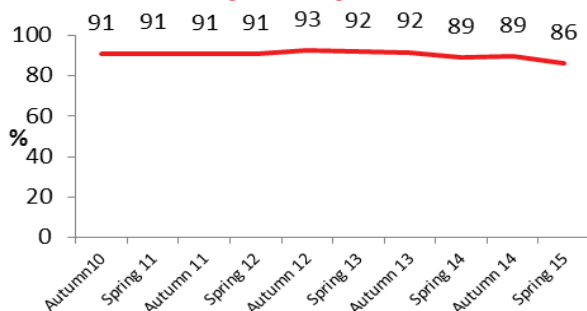
Rail Passenger Satisfaction at a glance: c2c - Spring 2015

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.

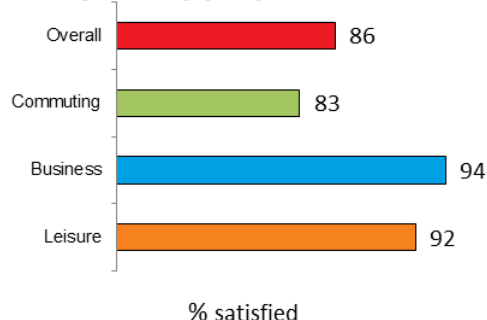
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For c2c this time we spoke to 1011 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.

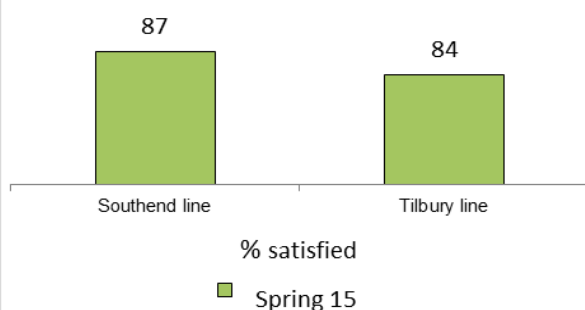
Overall satisfaction with the journey



Overall satisfaction by journey purpose



Overall satisfaction by route



How routes are defined

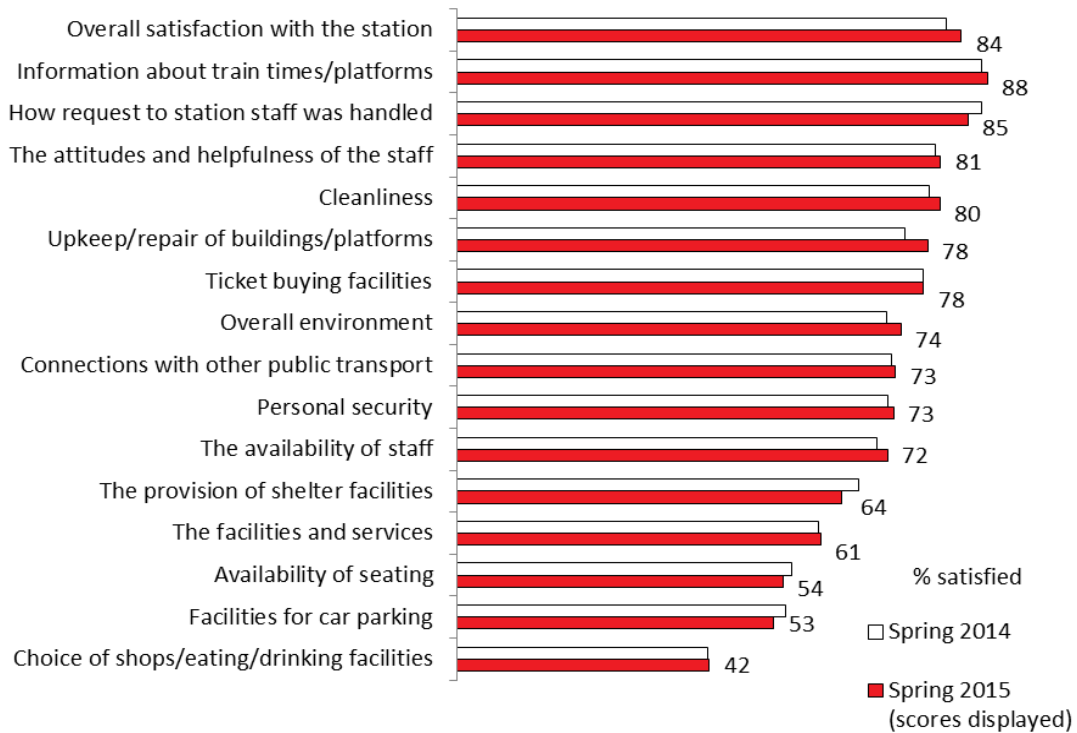
Southend line:

Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea).

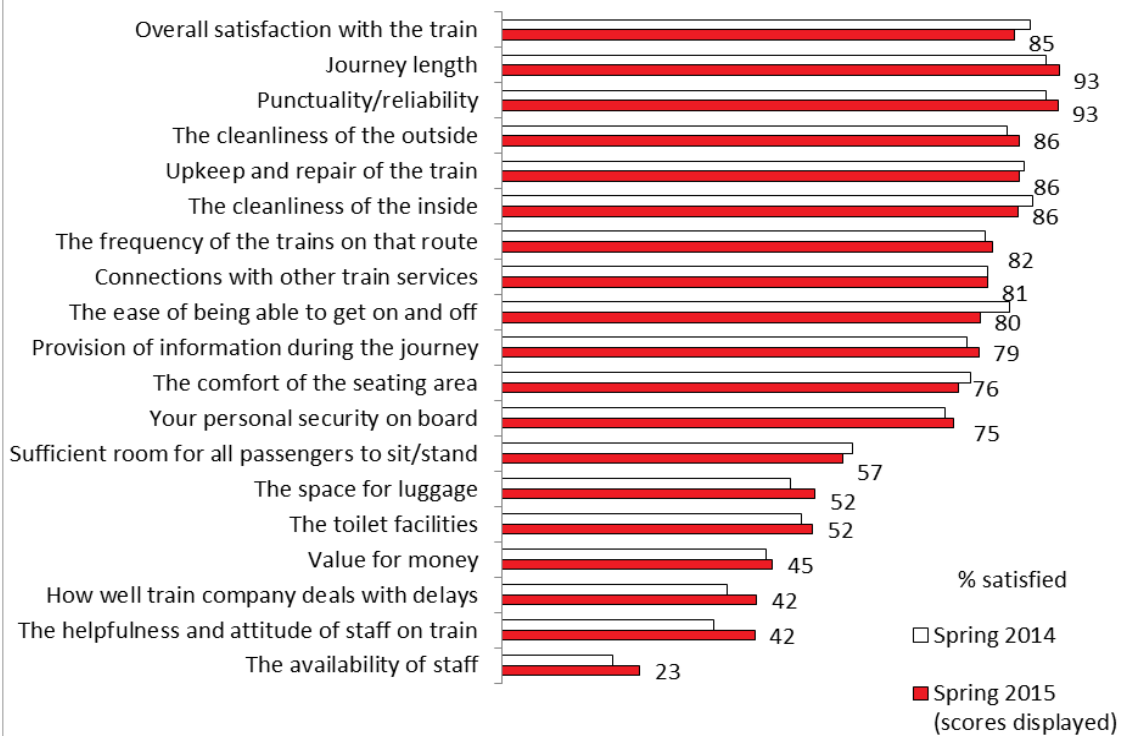
Tilbury line:

Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea.

Satisfaction at the station where they boarded

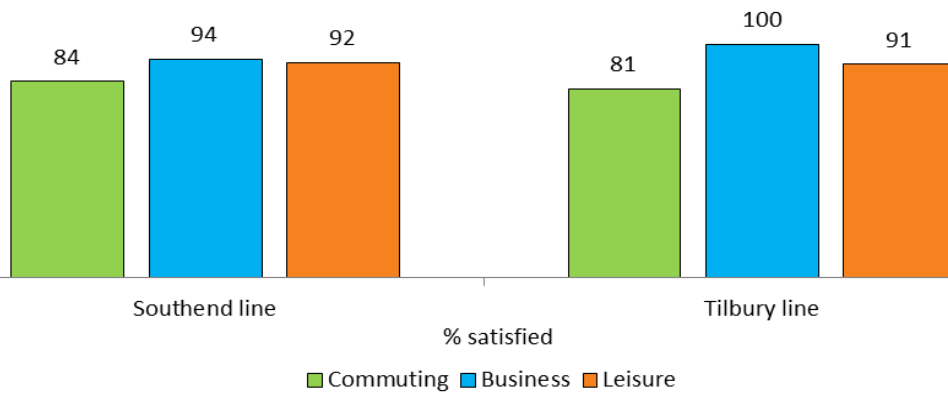


Satisfaction on the train



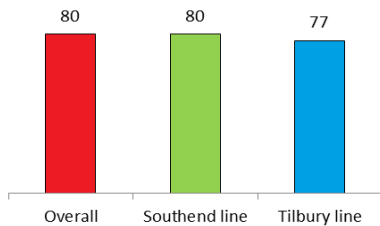
Satisfaction - in a bit more depth (Spring 2015)

Overall satisfaction - by route and journey type



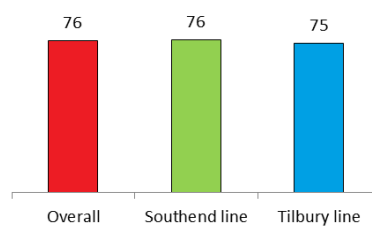
Ease of getting on/off

% satisfied



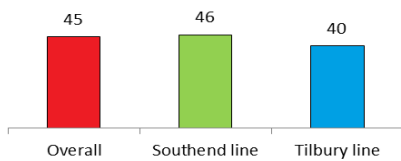
Comfort of seating

% rating as good



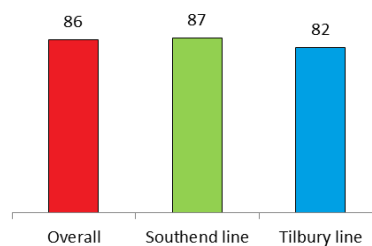
Value for money

% satisfied



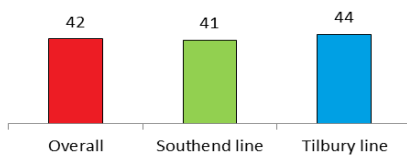
Cleanliness inside the train

% rating as good



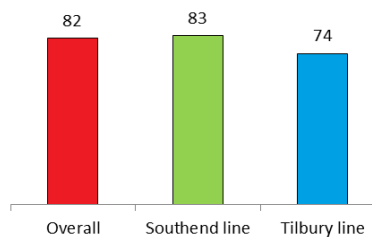
How well train company deals with delays

% rating well



Frequency of trains on route

% satisfied



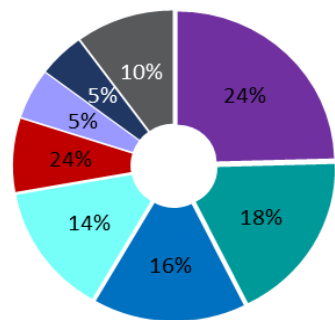
What impacts on satisfaction and dissatisfaction?

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.

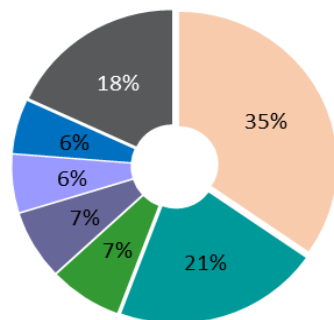
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Ease of getting on/off
- The frequency of the trains
- Comfort of the seating
- Overall station environment
- Journey length
- Personal security on board the train
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Ease of getting on/off
- Upkeep and repair of the train
- Sufficient room to sit/stand
- Journey length
- The frequency of the trains
- 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>