

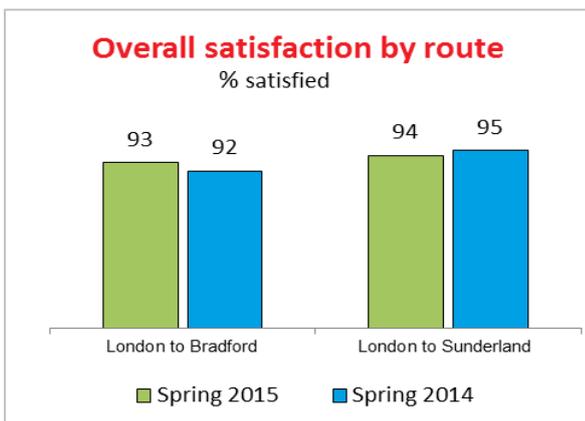
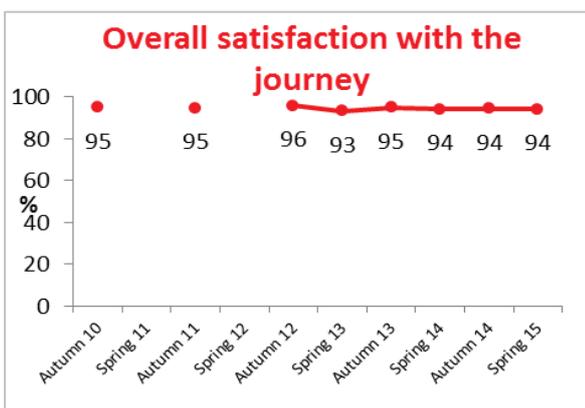
Rail Passenger Satisfaction at a glance: Grand Central - Spring 2015



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 Grand Central this time we spoke to 551 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.

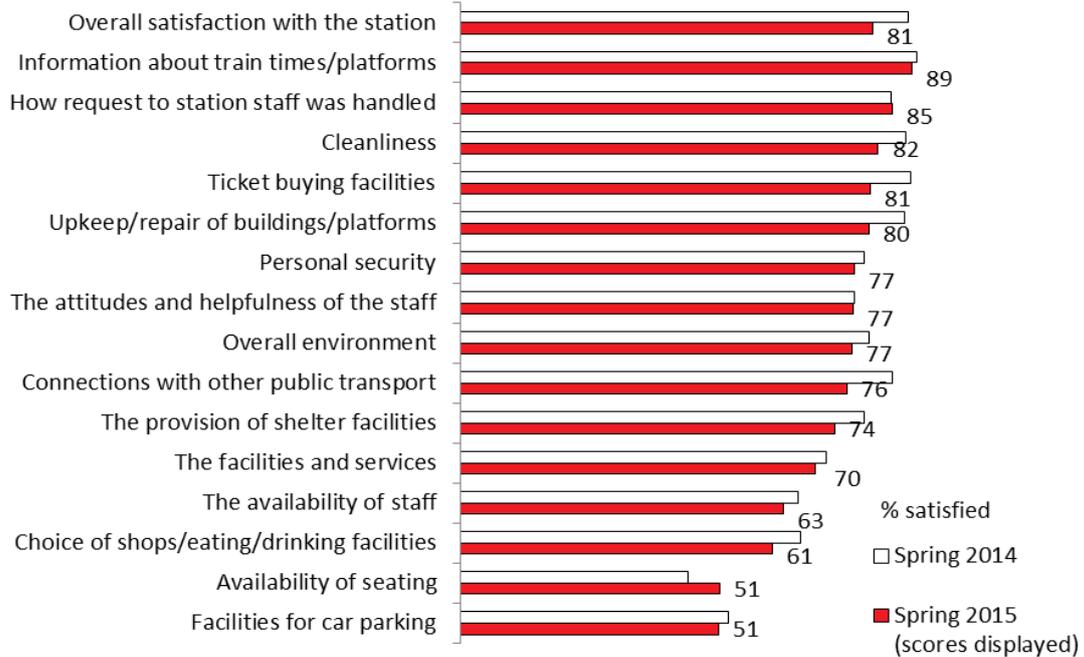


How routes are defined

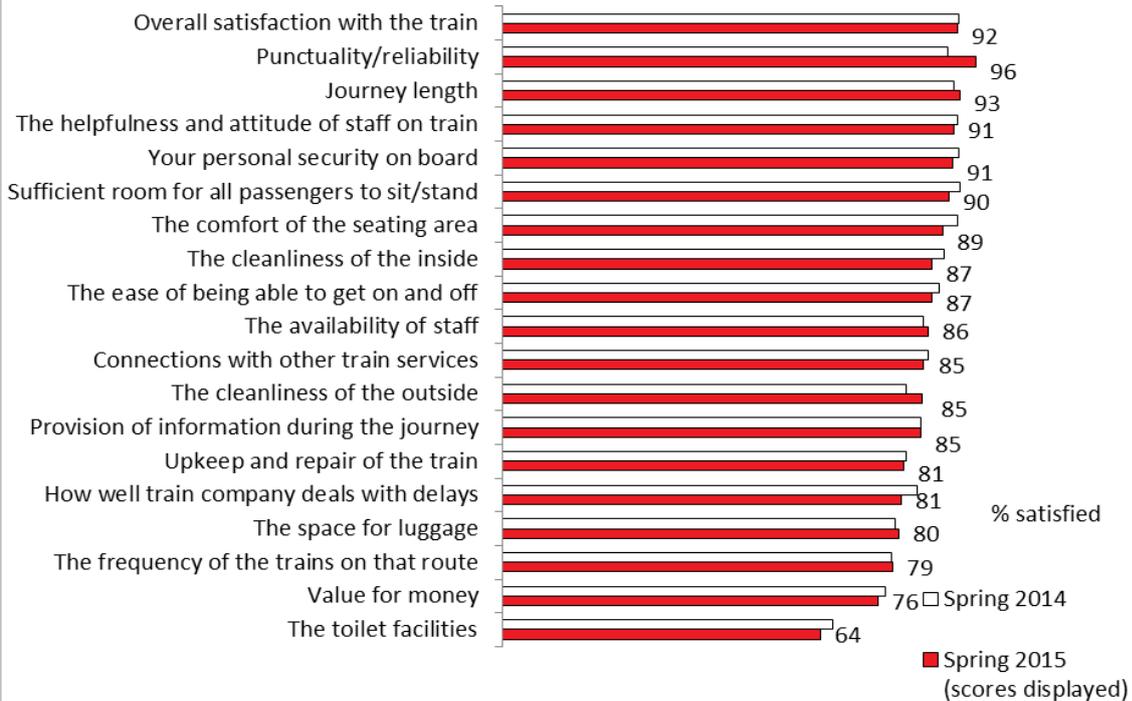
London to Bradford: Journeys on London King's Cross - Bradford Interchange route

London to Sunderland: Journeys on London King's Cross - Sunderland route

Satisfaction at the station where they boarded

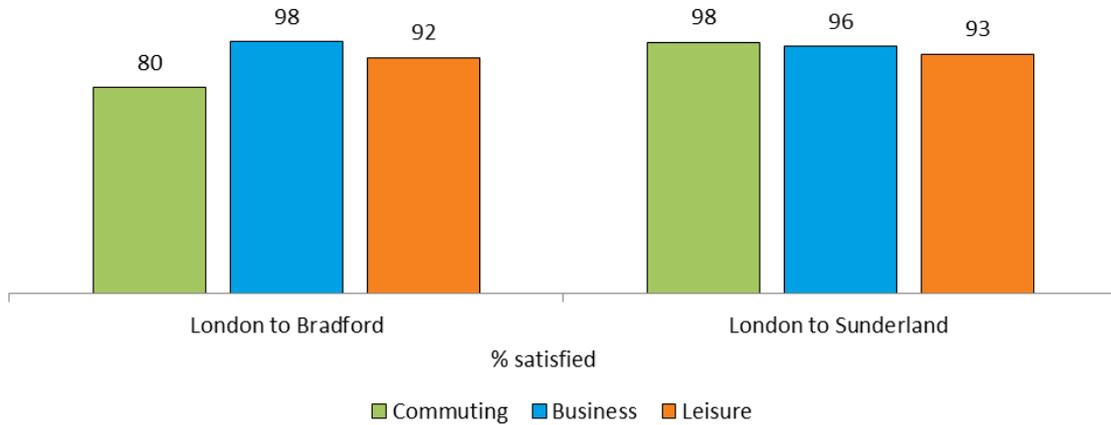


Satisfaction on the train



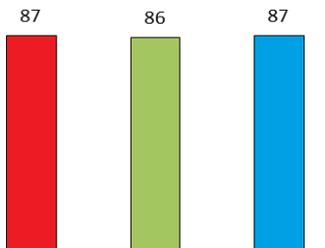
Satisfaction - in a bit more depth (Spring 2015)

Overall satisfaction - by route and journey type



Cleanliness inside the train

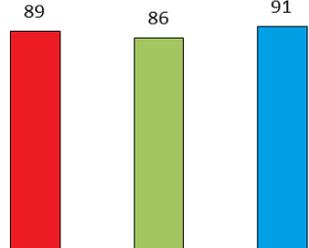
% satisfied



Overall London to Bradford London to Sunderland

Comfort of the seating area

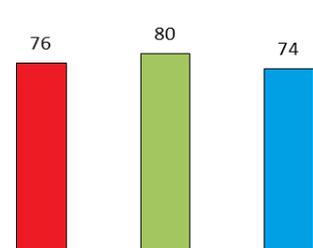
% rating well



Overall London to Bradford London to Sunderland

Value for money

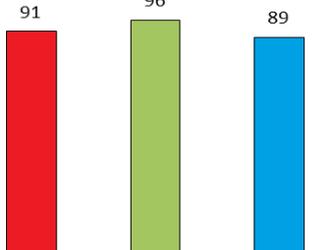
% satisfied



Overall London to Bradford London to Sunderland

Helpfulness and attitude of staff on train

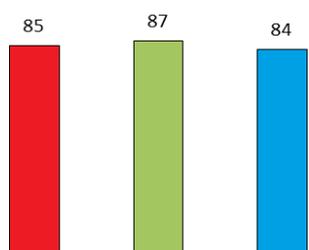
% rating as good



Overall London to Bradford London to Sunderland

Cleanliness of the outside of the train

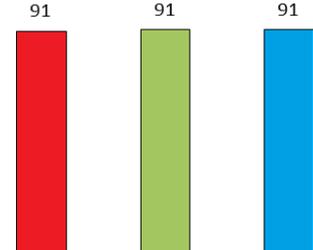
% rating as good



Overall London to Bradford London to Sunderland

Personal security on board the train

% rating as good



Overall London to Bradford London to Sunderland

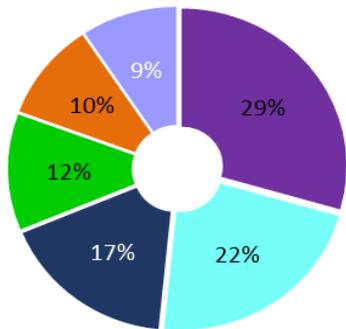
What impacts on satisfaction and dissatisfaction?

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.

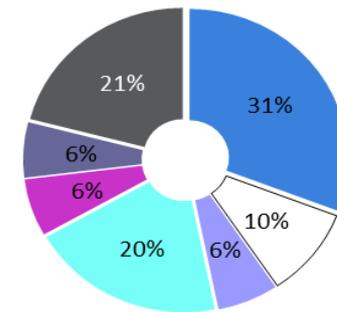
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Comfort of the seating area
- Personal security on board the train
- Availability of staff on the train
- Cleanliness of the station
- Journey length

What has the biggest impact on overall dissatisfaction?



- Helpfulness and attitude of staff on train
- Cleanliness of the outside of the train
- Journey length
- Comfort of the seating area
- Attitudes and helpfulness of station staff
- Sufficient room to sit/stand
- 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>