

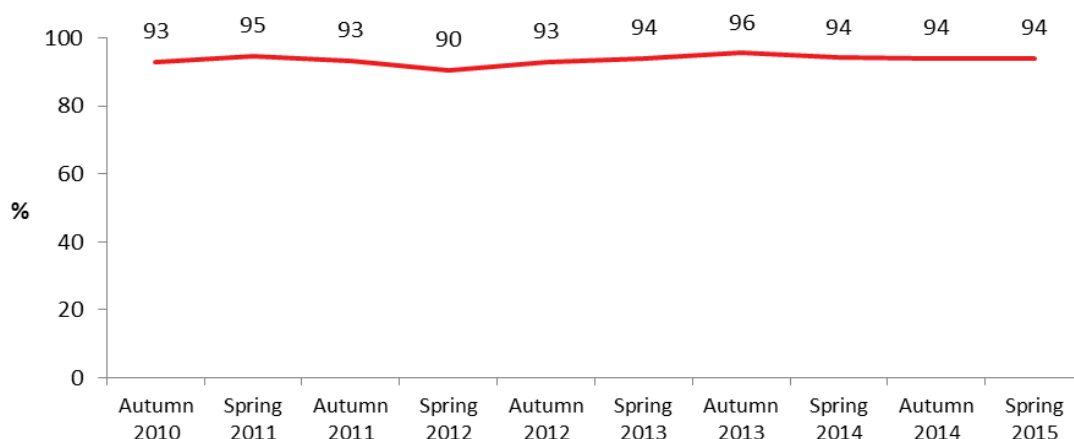
Rail Passenger Satisfaction at a glance: Heathrow Express - Spring 2015

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.

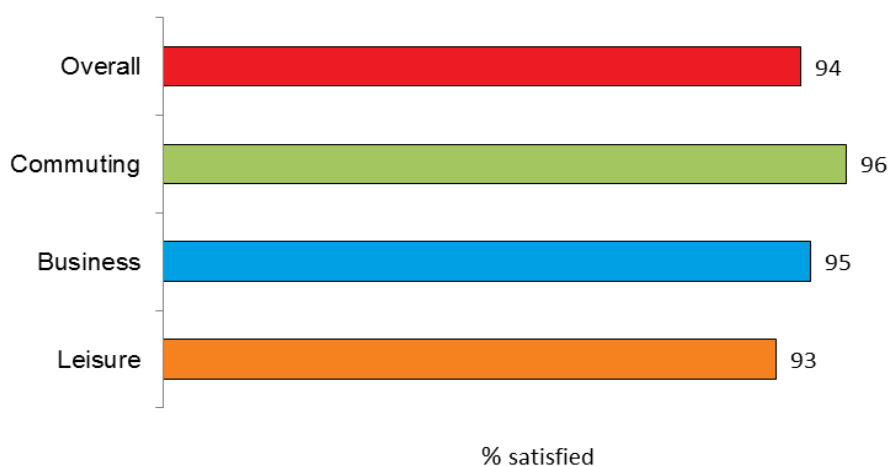
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Heathrow Express this time we spoke to 676 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.

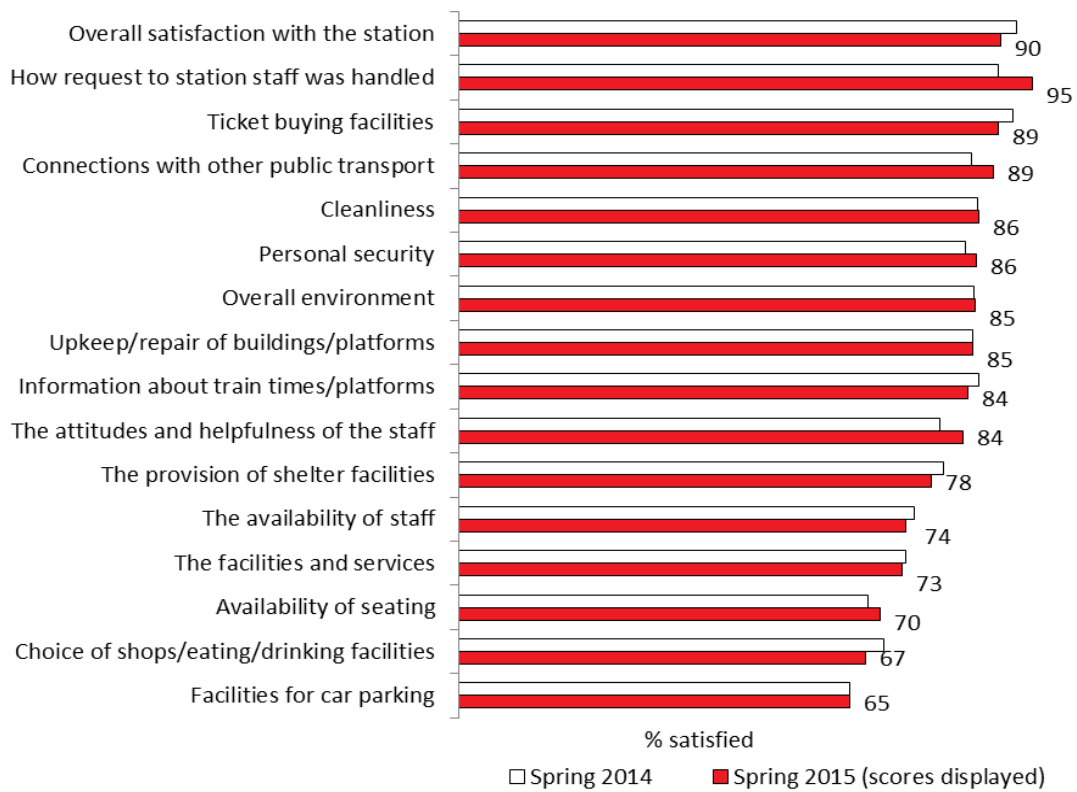
Overall satisfaction with the journey



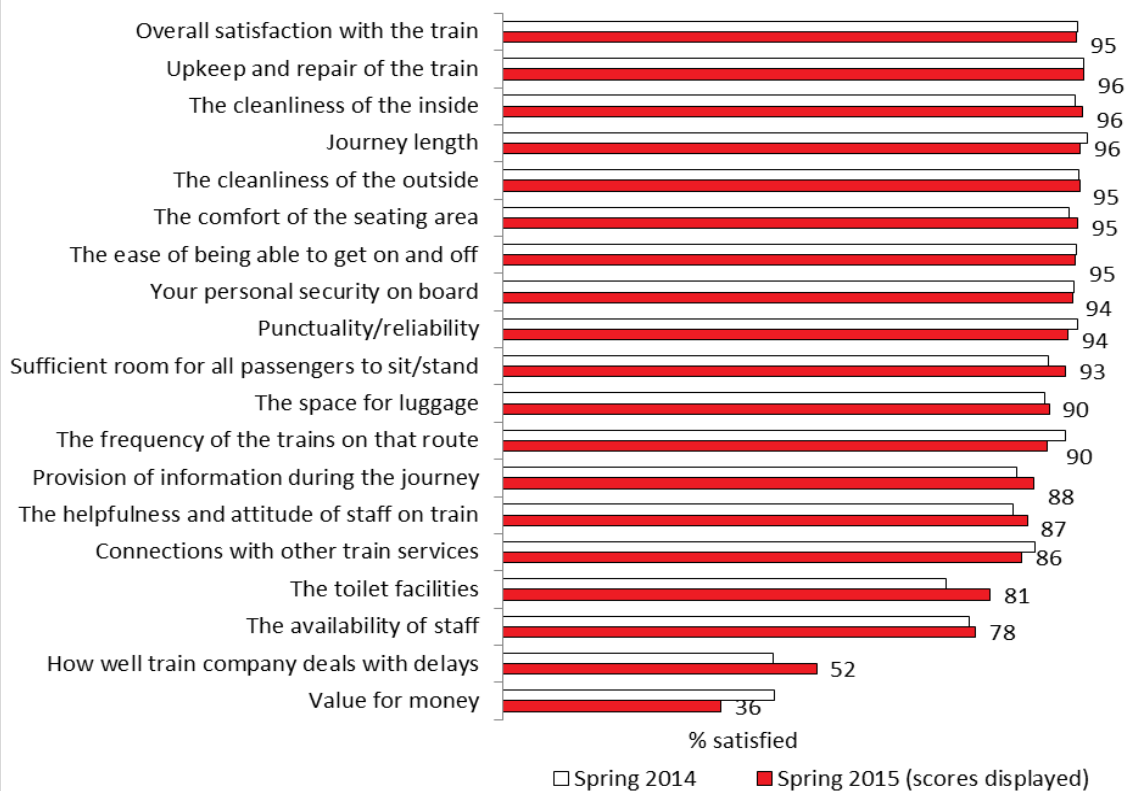
Overall satisfaction by journey purpose



Satisfaction at the station where they boarded



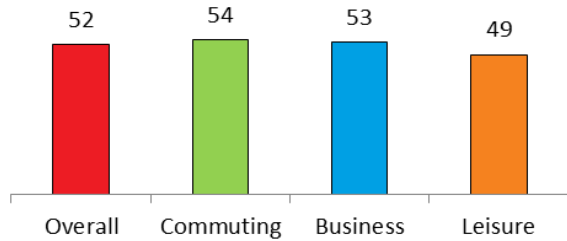
Satisfaction on the train



Satisfaction - in a bit more depth (Spring 2015)

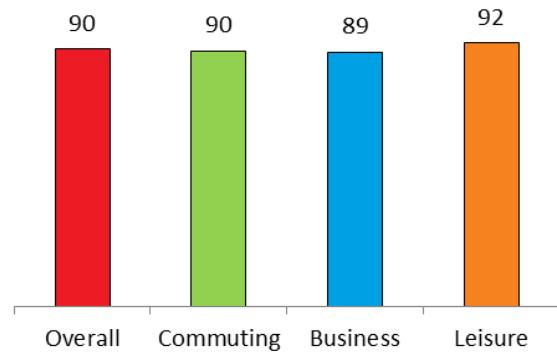
How well train company deals with delays

% rating well



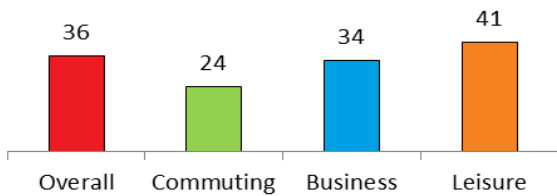
Frequency of trains on route

% satisfied



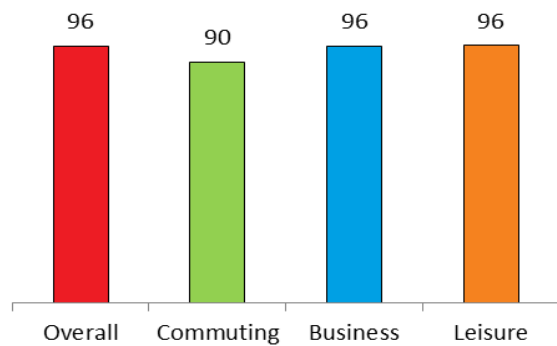
Value for money

% rating as good



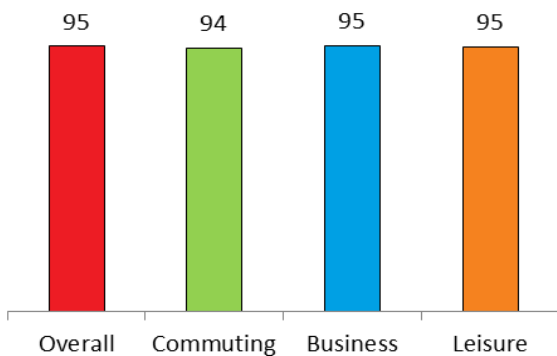
Cleanliness inside the train

% rating as good



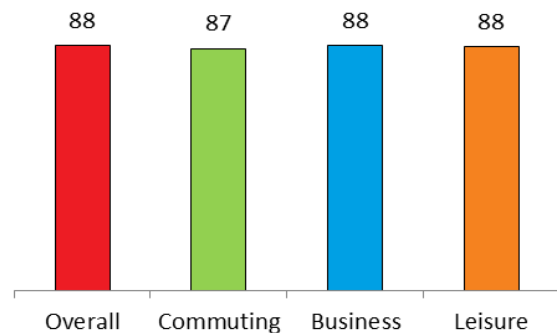
Comfort of the seating area

% satisfied



Provision of information during journey

% satisfied



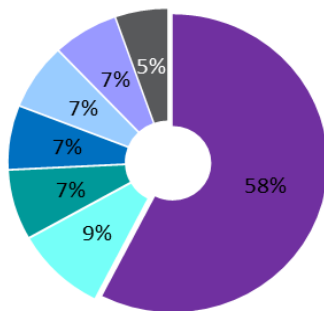
What impacts on satisfaction and dissatisfaction?

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.

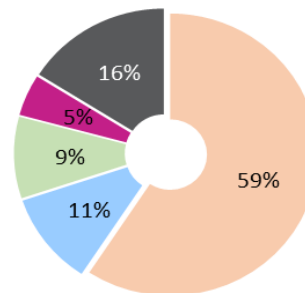
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Comfort of the seating area
- Ease of getting on/off
- Frequency of trains on the route
- Punctuality/reliability
- Journey length
- Provision of information during the journey

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Punctuality/reliability
- Provision of information during the journey
- Provision of information about train times/platforms
- 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>