

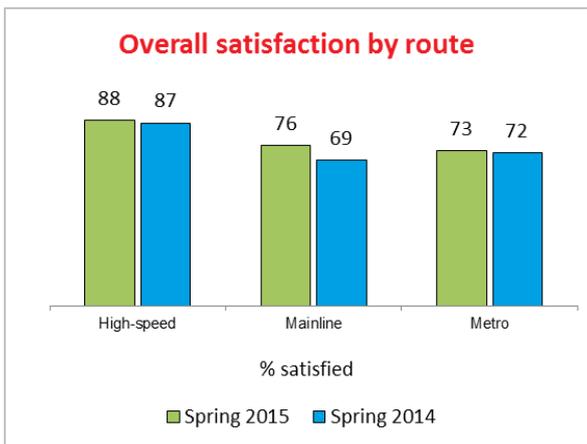
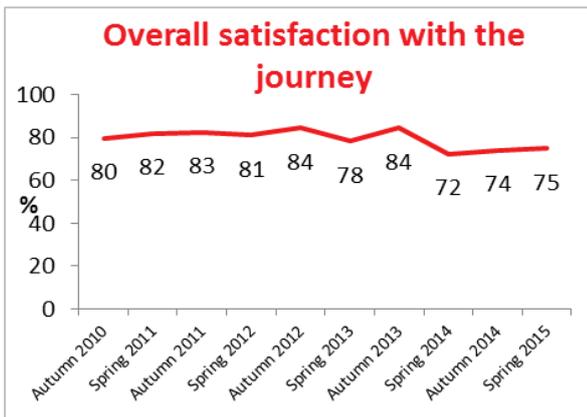
# Rail Passenger Satisfaction at a glance: Southeastern - Spring 2015



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 Southeastern this time we spoke to 1851 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.



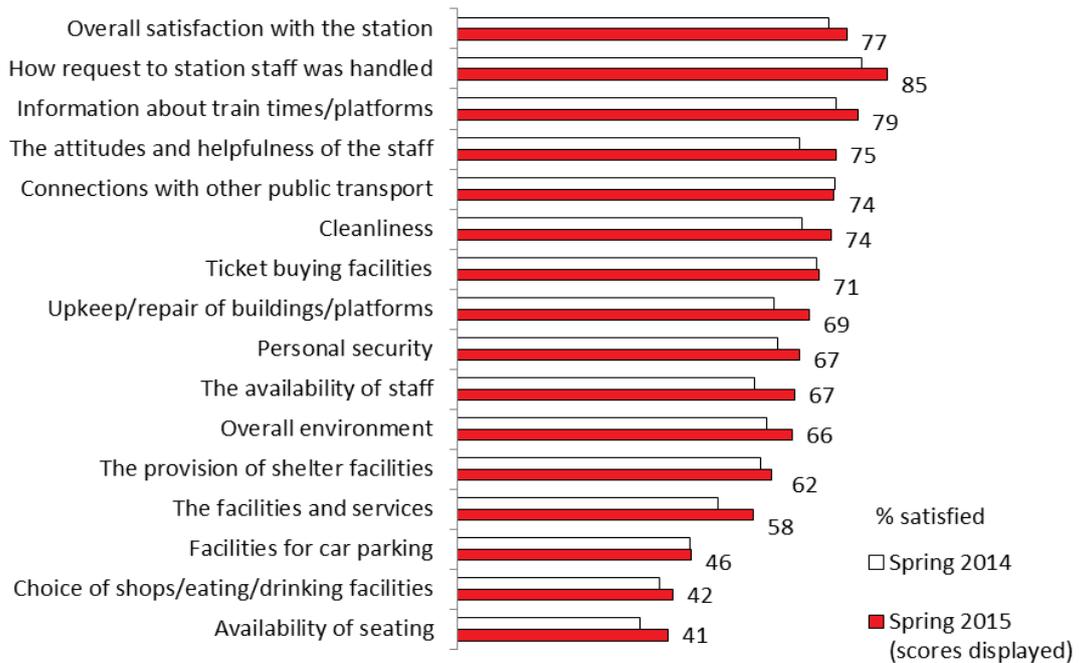
### How routes are defined

**High Speed:** Journeys on high speed trains to/from London St. Pancras

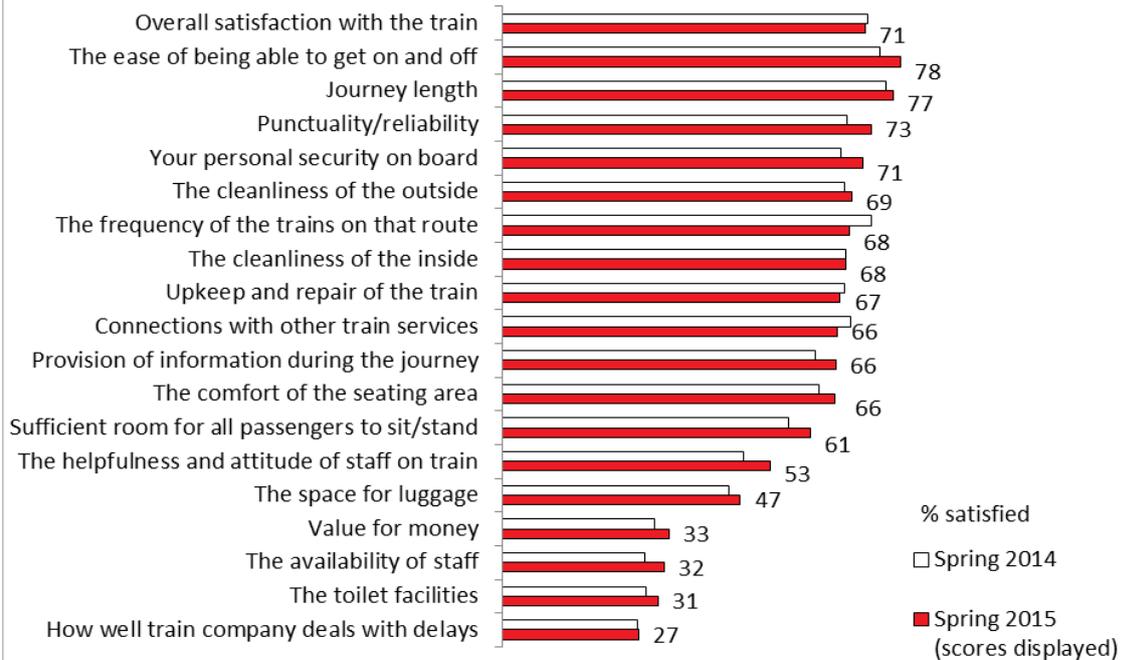
**Mainline:** Journeys on (generally) mainline routes London – Kent lines

**Metro:** Journeys on rail lines that are within London

## Satisfaction at the station where they boarded

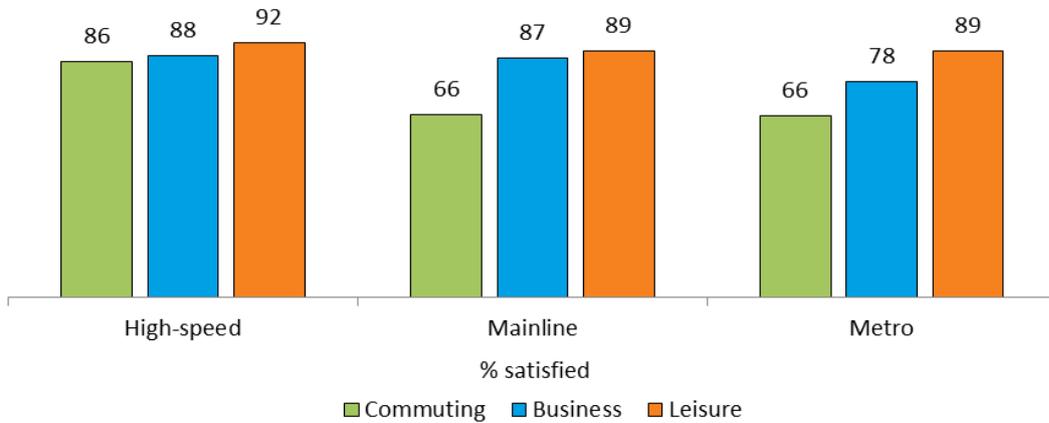


## Satisfaction on the train

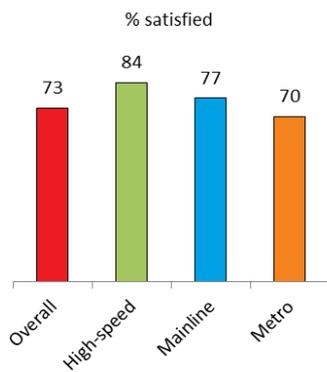


## Satisfaction - in a bit more depth (Spring 2015)

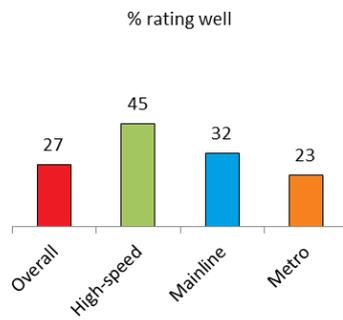
### Overall satisfaction - by route and journey type



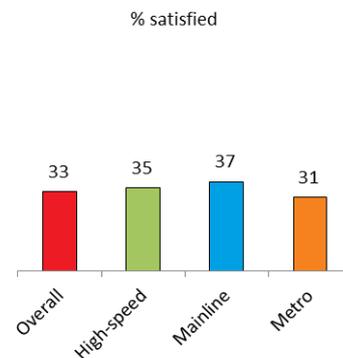
#### Punctuality/reliability



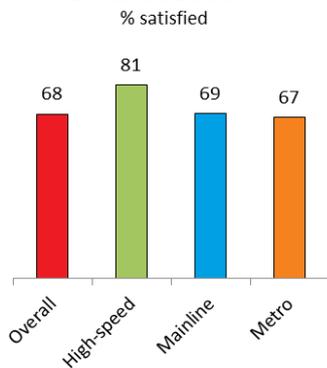
#### How well train company deals with delays



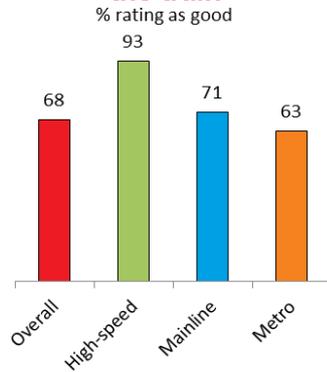
#### Value for money



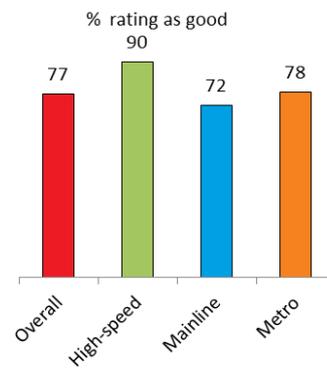
#### Frequency of trains on the route



#### Cleanliness inside the train



#### Journey length



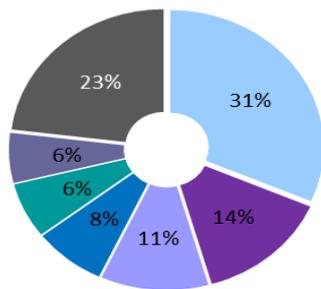
## What impacts on satisfaction and dissatisfaction?

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.

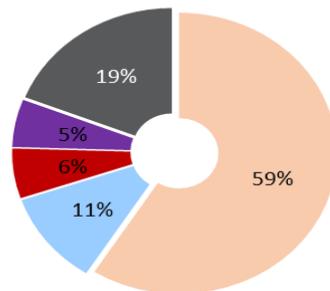
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

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



- Punctuality/reliability
- Cleanliness inside the train
- Journey length
- Frequency of trains on the route
- Ease of being able to get on/off
- Sufficient room to sit/stand
- Others

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



- How train company dealt with delays
- Punctuality/reliability
- Overall station environment
- Cleanliness inside the train
- 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>