

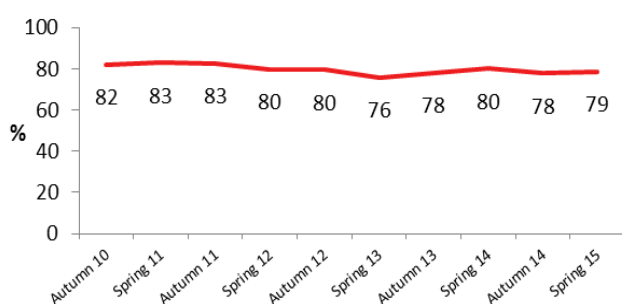
Rail Passenger Satisfaction at a glance: Northern Rail - Spring 2015

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.

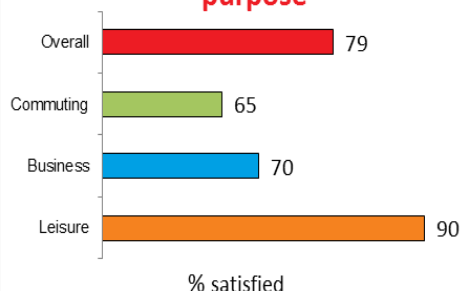
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Northern Rail this time we spoke to 1414 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.

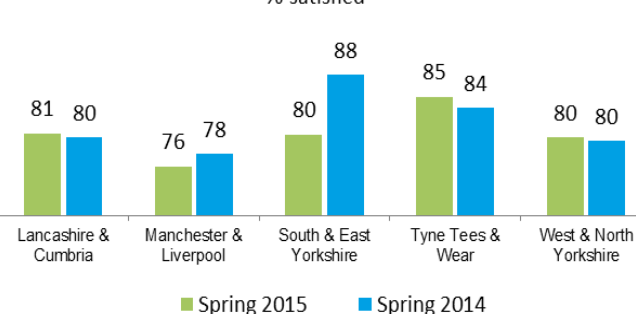
Overall satisfaction with the journey



Overall satisfaction by journey purpose



Overall satisfaction by route



How routes are defined

Lancashire & Cumbria: Journeys from stations in Lancashire and Cumbria

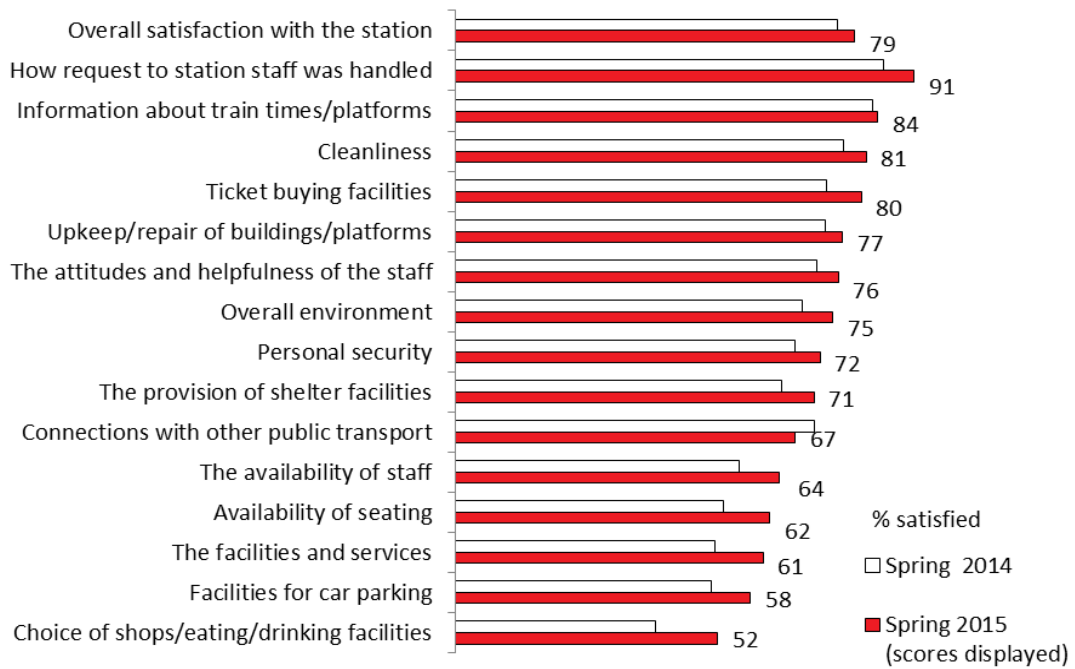
Manchester & Liverpool: Journeys from stations in the Manchester and Liverpool areas

South & East Yorkshire: Journeys from stations in South and East Yorkshire, and Lincolnshire

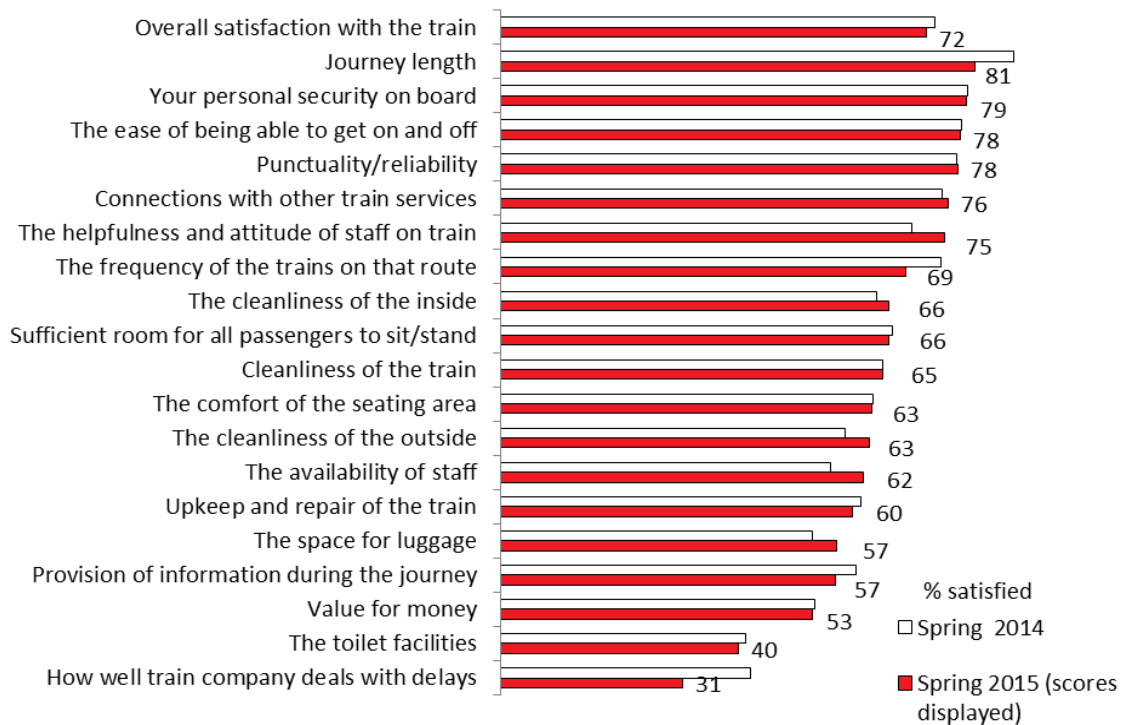
Tyne Tees & Wear: Journeys from stations in Tyne and Wear

West & North Yorkshire: Journeys from stations in West and North Yorkshire

Satisfaction at the station where they boarded



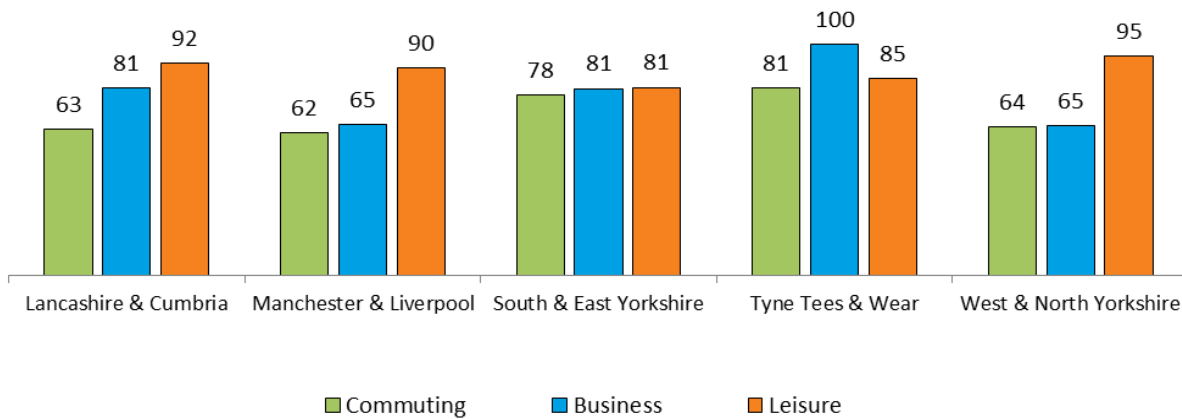
Satisfaction on the train



Satisfaction - in a bit more depth (Spring 2015)

Overall satisfaction - by route and journey type

% satisfied



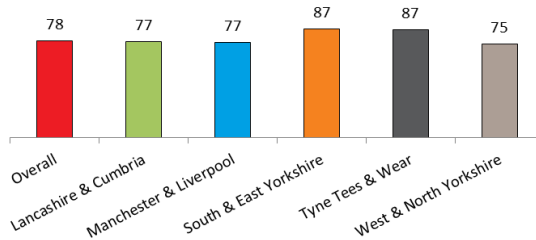
Cleanliness inside the train

% rating as good



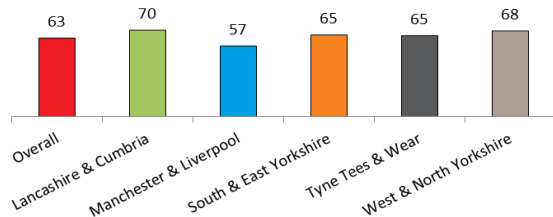
Punctuality/reliability

% satisfied



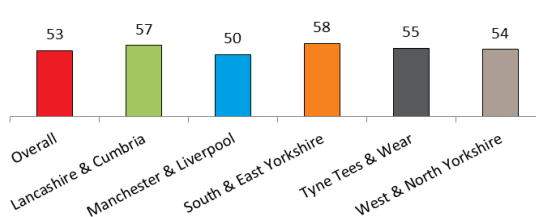
Comfort of the seating area

% rating as good



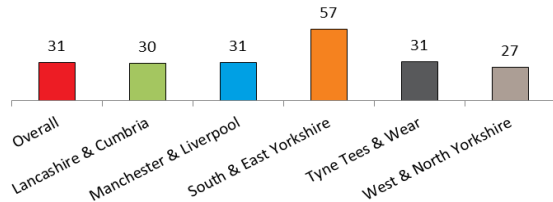
Value for money

% satisfied



How well train company deals with delays

% rating well



Sufficient room to sit/stand

% satisfied



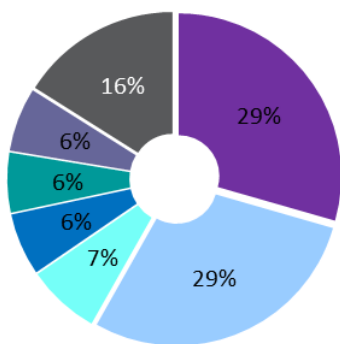
What impacts on satisfaction and dissatisfaction?

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.

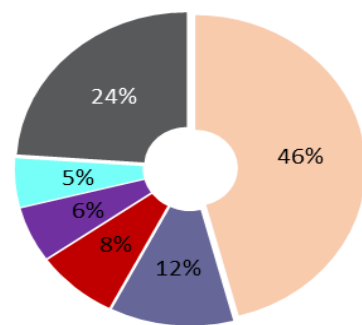
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Punctuality/reliability
- Comfort of the seating area
- Frequency of trains on 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
- Sufficient room to sit/stand
- Overall station environment
- Cleanliness inside the train
- Comfort of the seating area
- Others
- Sufficient room to sit/stand

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>