

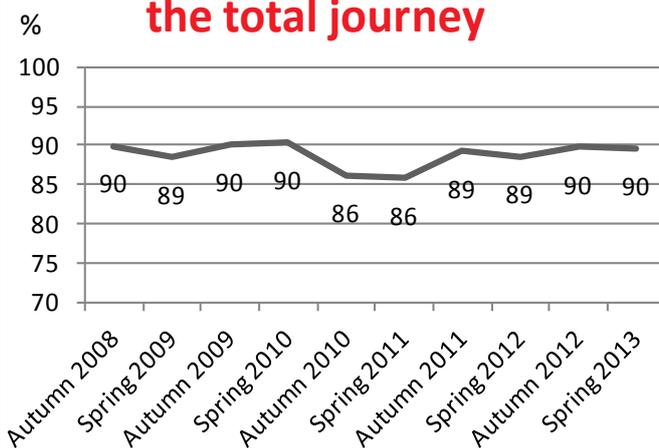
Rail Passenger satisfaction at a glance: Scotland - Spring 2013

Passenger Focus is the independent watchdog. Our mission is to get the best deal for passengers. In spring and autumn we carry out the rail National Passenger Survey (NPS), a network-wide picture of passengers' satisfaction with rail travel for Great Britain.

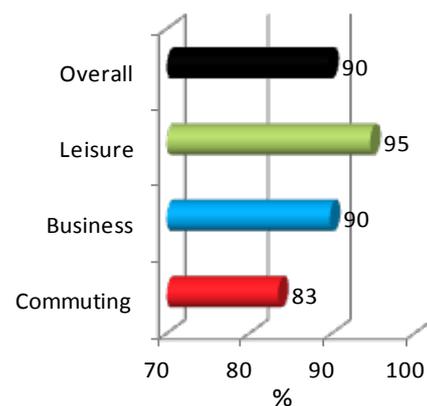
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For ScotRail each wave covers around 1200-1300 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.

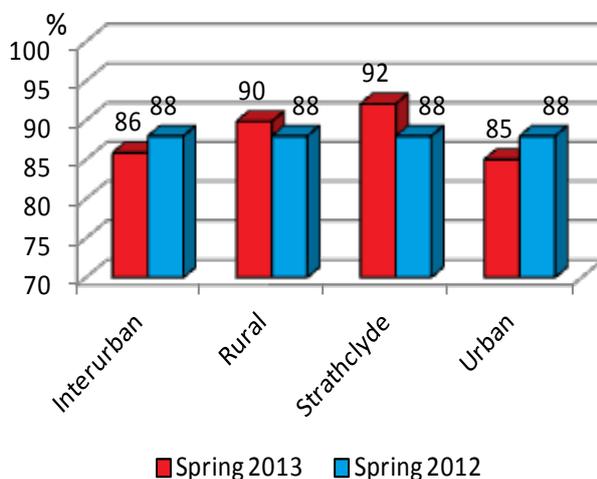
Overall satisfaction with the total journey



Overall Satisfaction - by journey purpose



Overall satisfaction - by route



How routes are defined

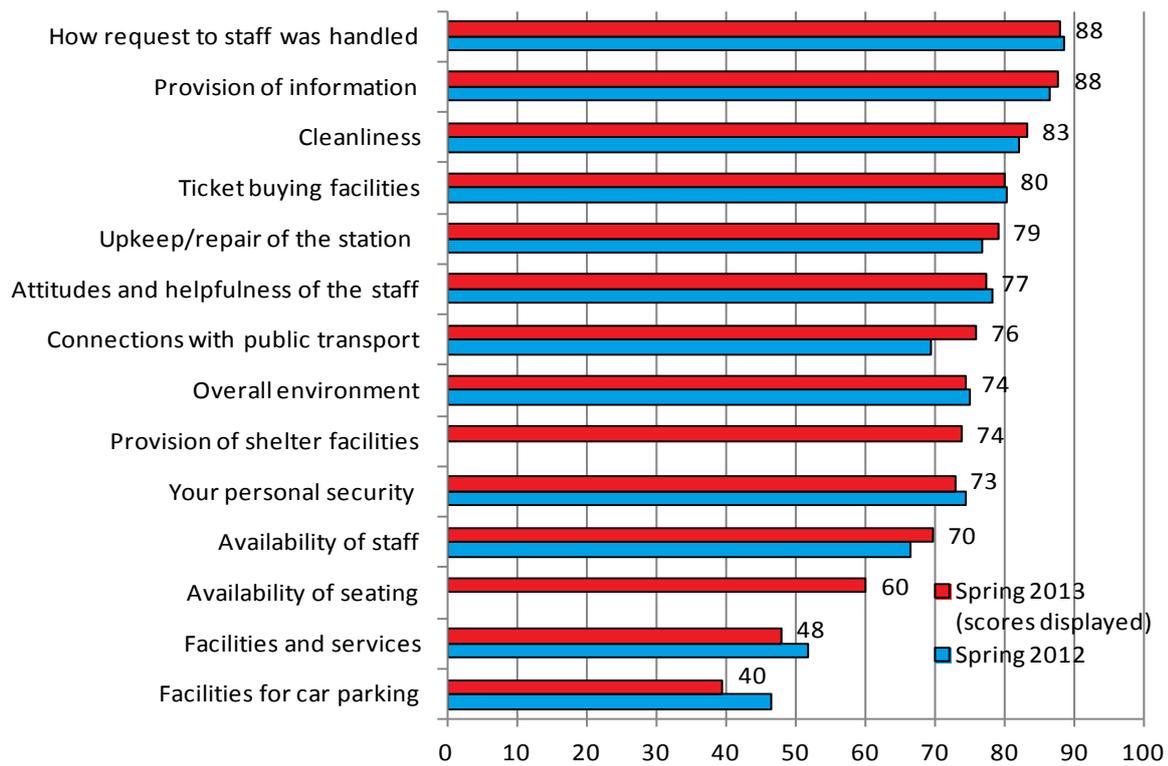
Interurban: journeys on longer-distance rail lines between urban areas (e.g. Aberdeen, Aviemore, Dundee, Falkirk High, Perth).

Rural: journeys on mainly rural rail lines (e.g. Oban, Dumfries).

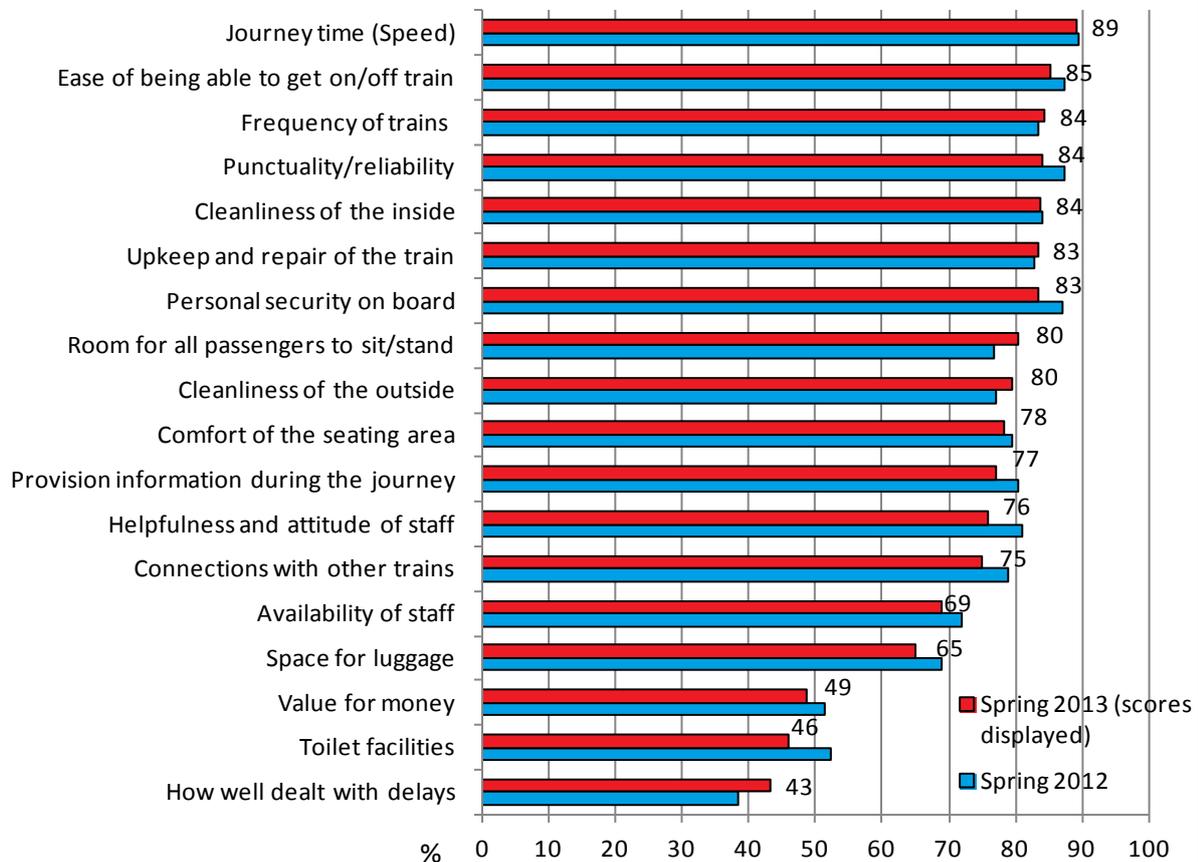
Strathclyde: journeys on local rail lines within Strathclyde (e.g. Airdrie, Anniesland, Coatbridge stations).

Urban: shorter-distance journeys on mainly urban rail lines, within urban areas that are not covered by the Strathclyde route (e.g. Alloa, Bathgate, North Berwick).

Satisfaction at the station

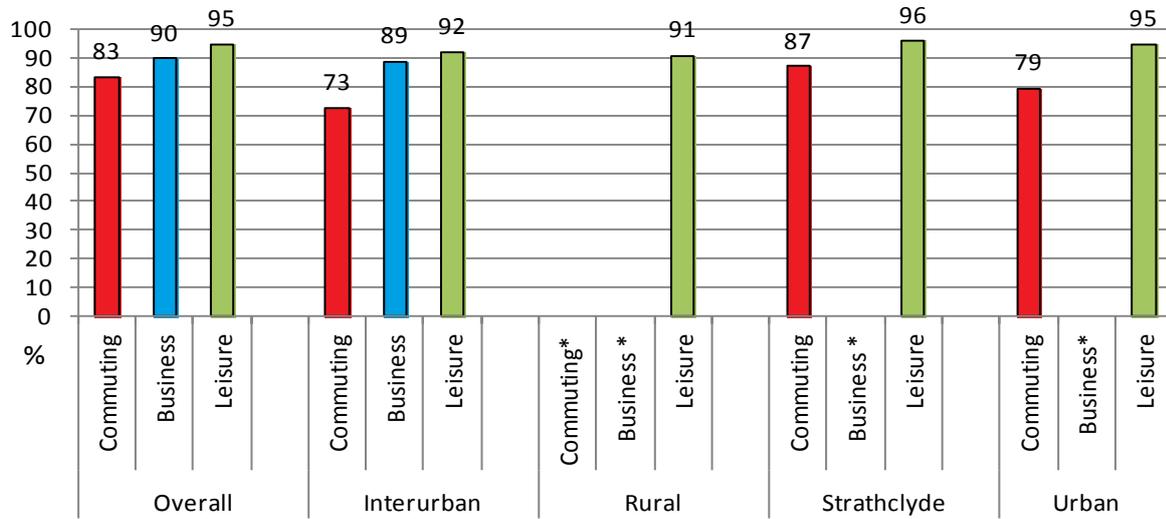


Satisfaction on the train



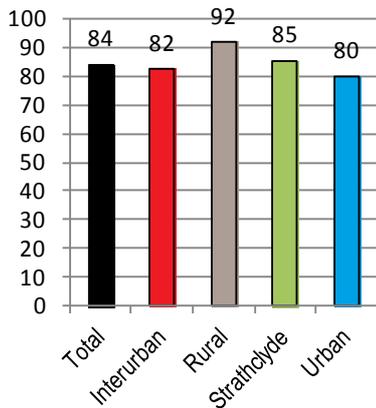
Satisfaction in more depth

Overall satisfaction - by route and journey type

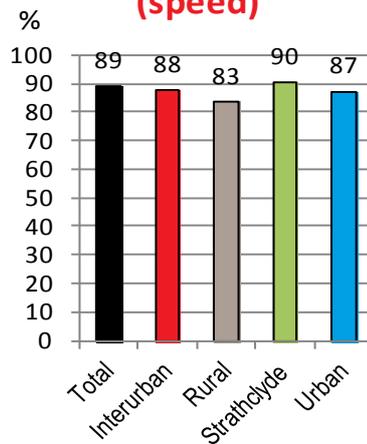


* sample size too small to show

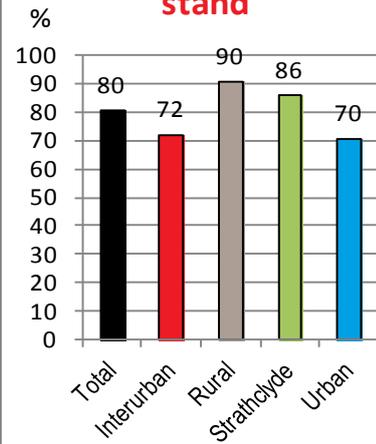
Punctuality / reliability



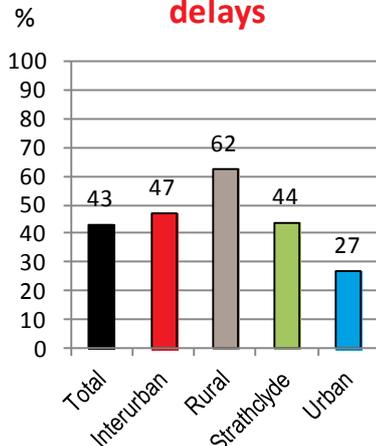
Journey time (speed)



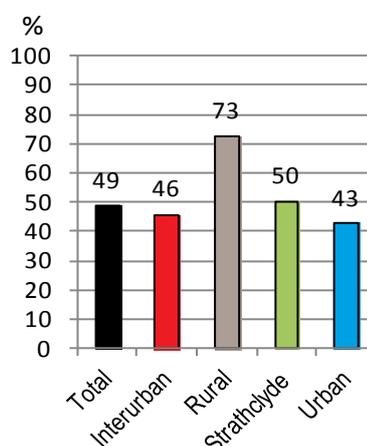
Room for all to sit/stand



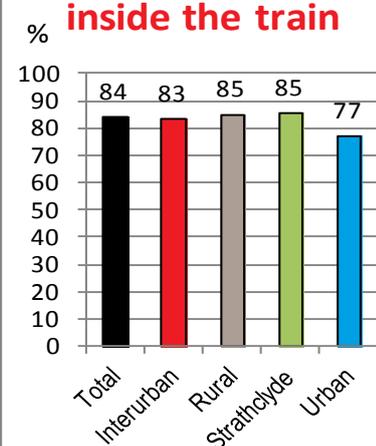
How well dealt with delays

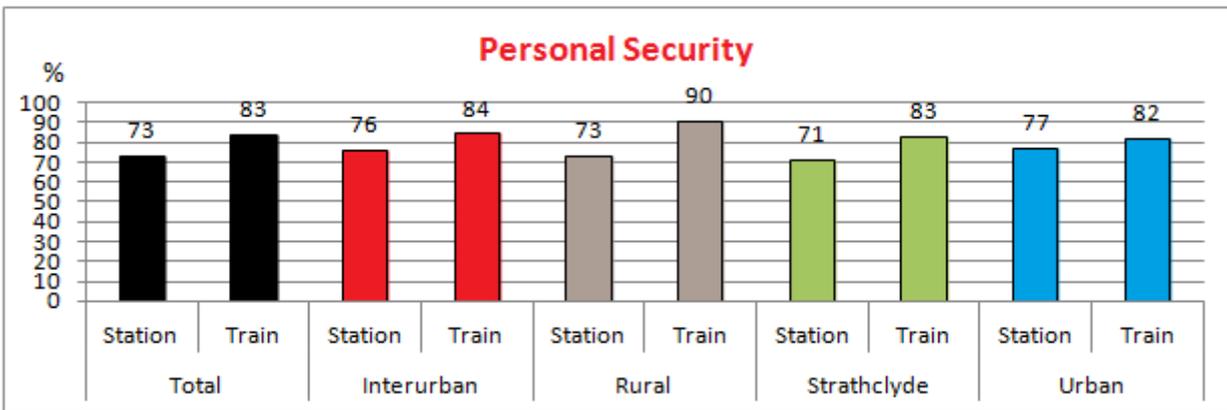


Value for money



Cleanliness inside the train



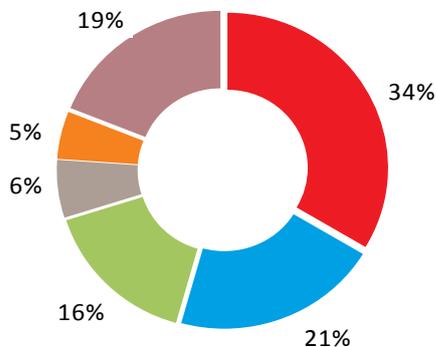


What impacts on satisfaction and dissatisfaction?

Not all the factors shown above will have equal importance - some things will have a much bigger influence on whether you are satisfied than others. The charts below show which station and train factors are most important in determining overall passenger satisfaction and dissatisfaction.

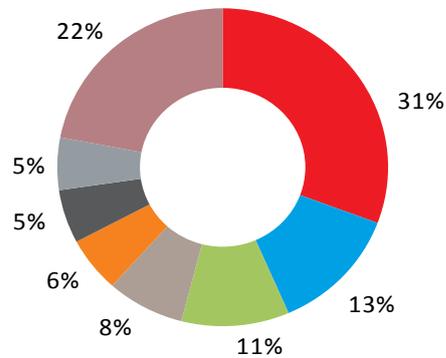
The analysis looks at which factors correlate most highly with overall satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure the greater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

What has the biggest impact on overall satisfaction?



- Punctuality/reliability
- Cleanliness of the inside
- Ease of being able to get on/off train
- Value for money
- Overall station environment
- Other

What has the biggest impact on overall dissatisfaction?



- Punctuality/reliability
- Journey time (Speed)
- Room for all passengers to sit/stand
- How request to station staff was handled
- How train company dealt with delays
- Provision information during journey
- Helpfulness/attitude staff on train
- Other

This is just a quick look at passenger satisfaction. To download the full National Passenger Survey, or find a more detailed analysis of each train company, visit: <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>.