



Passenger Focus

Stakeholder Survey Results 2013

We got feedback from our stakeholders in a wide range of organisations

% from each organisation



■ Local government

■ Train operating company

■ Not-for-Profit/Charity

■ Transport industry supplier

■ Parliamentarian

■ Other

■ Passenger Group

■ Bus operating company

■ Academic

■ National government

■ Network Rail

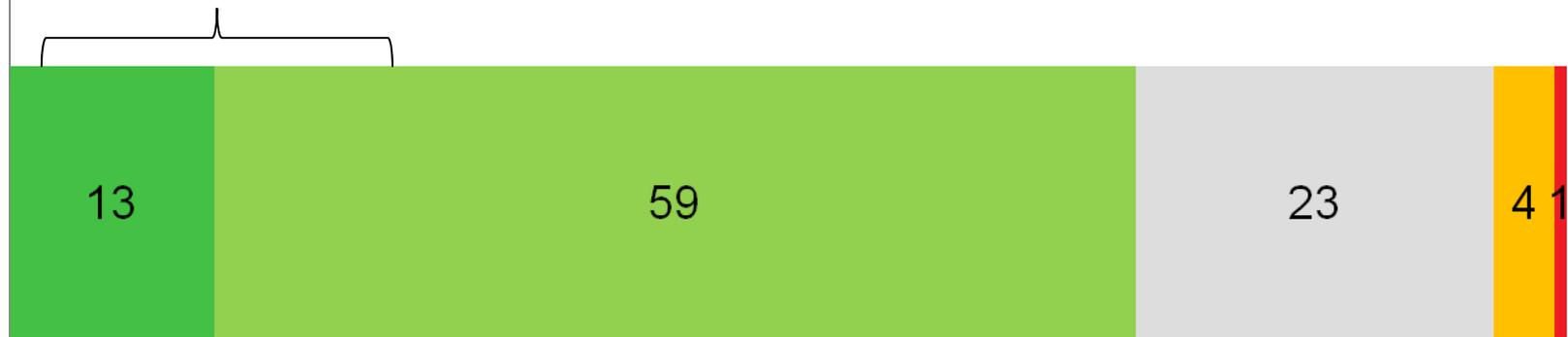
Base-All respondents (829)

The majority of our stakeholders are happy with the work we do

Overall how satisfied are you with the work of Passenger Focus?

(%)

72% satisfied

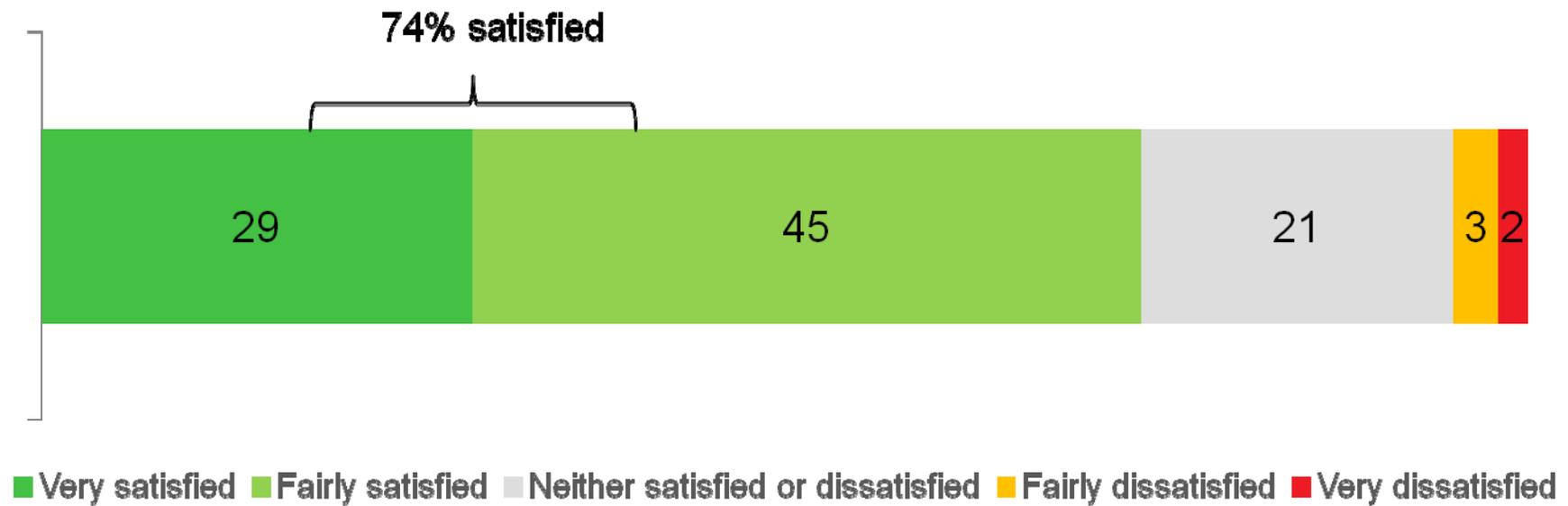


■ Very satisfied ■ Fairly satisfied ■ Neither satisfied or dissatisfied ■ Fairly dissatisfied ■ Very dissatisfied

Base-All respondents (601)

The majority of stakeholders are satisfied with their relationship with us

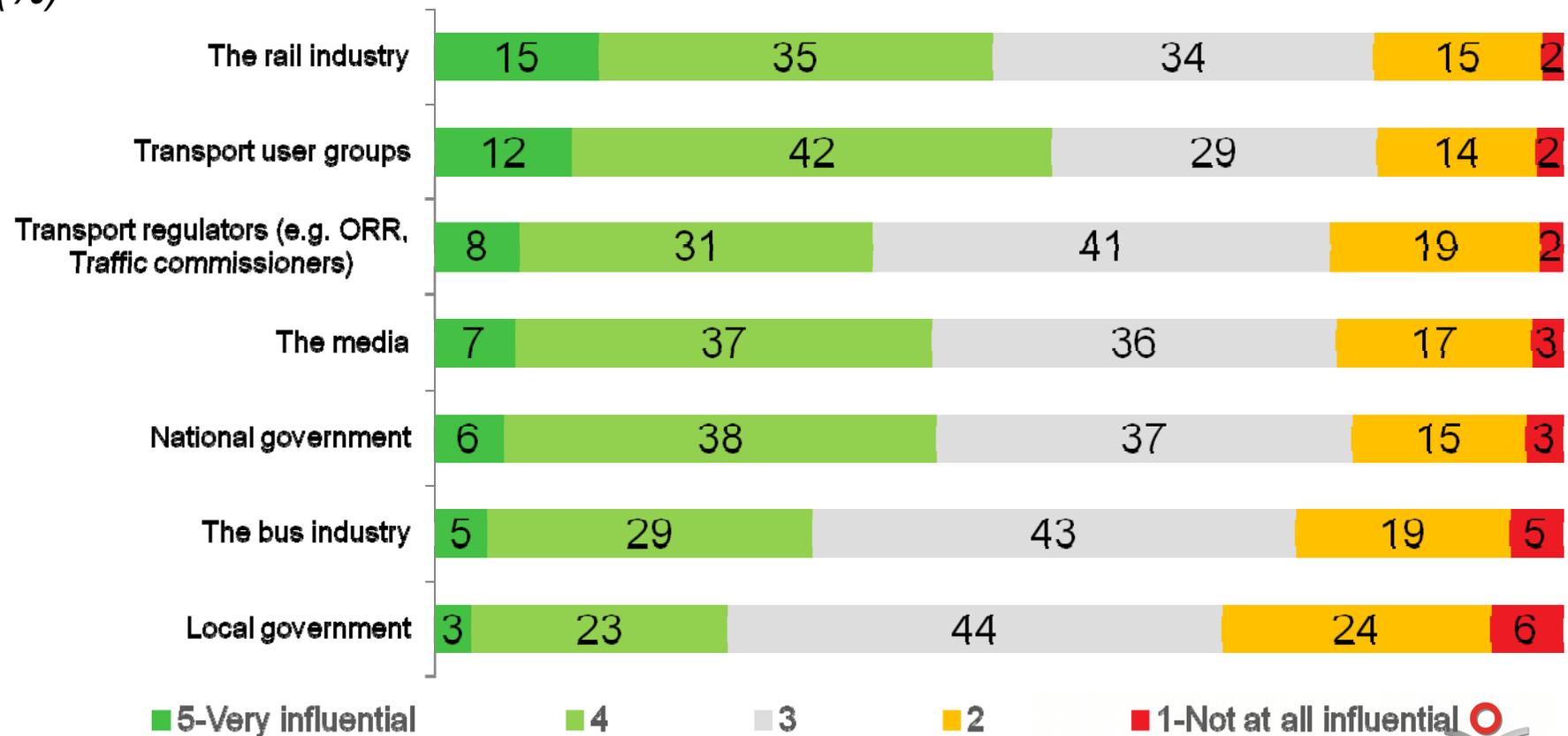
How satisfied are you with your relationship with Passenger Focus?
(%)



Base-All respondents (589)

We are seen as particularly influential with the rail industry

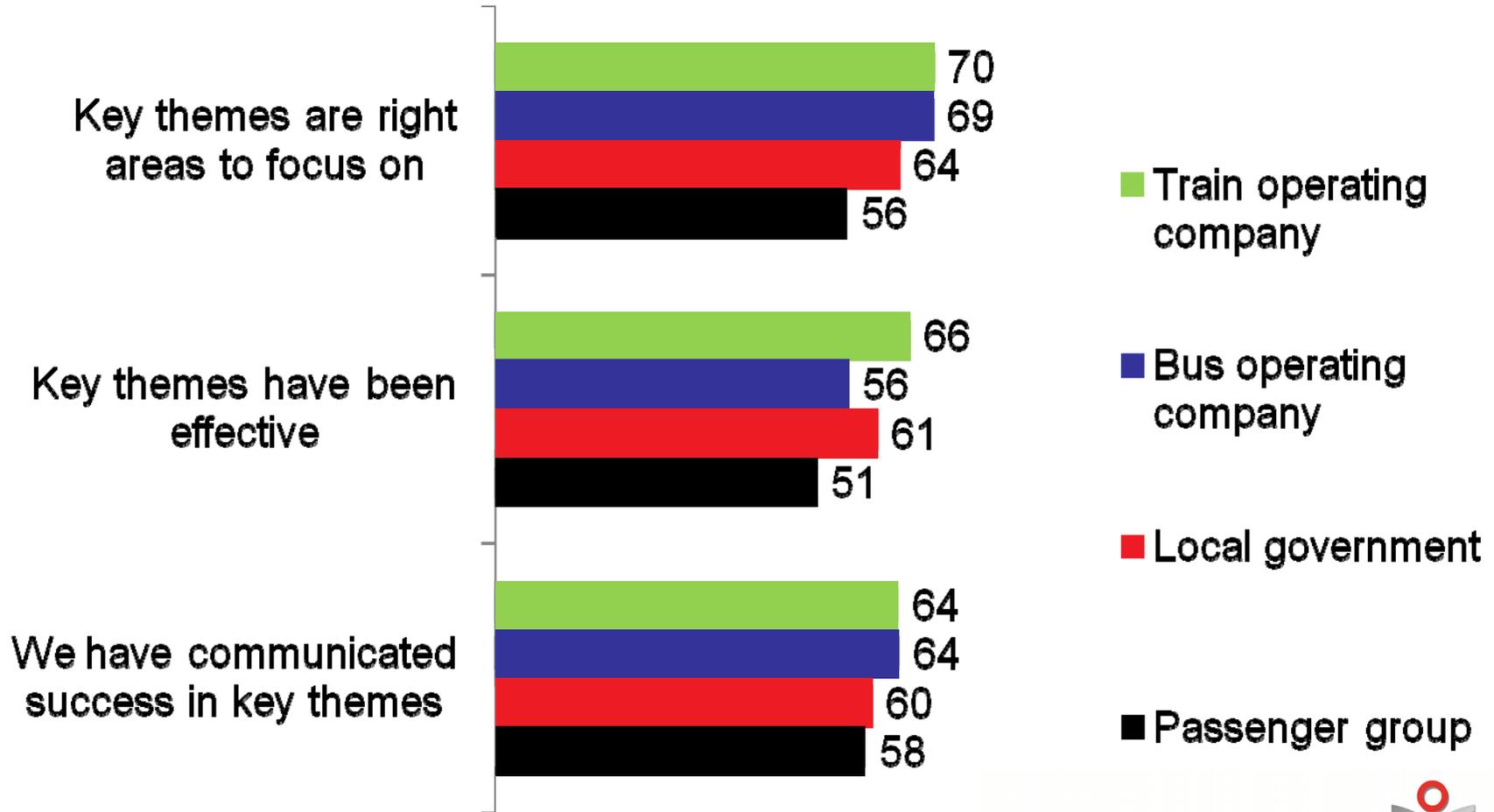
Please rate how influential you think Passenger Focus is with each of the following organisations (%)



Base-All respondents (633)

We are working in the right areas, but can we communicate our local successes better?

(%) Agreement

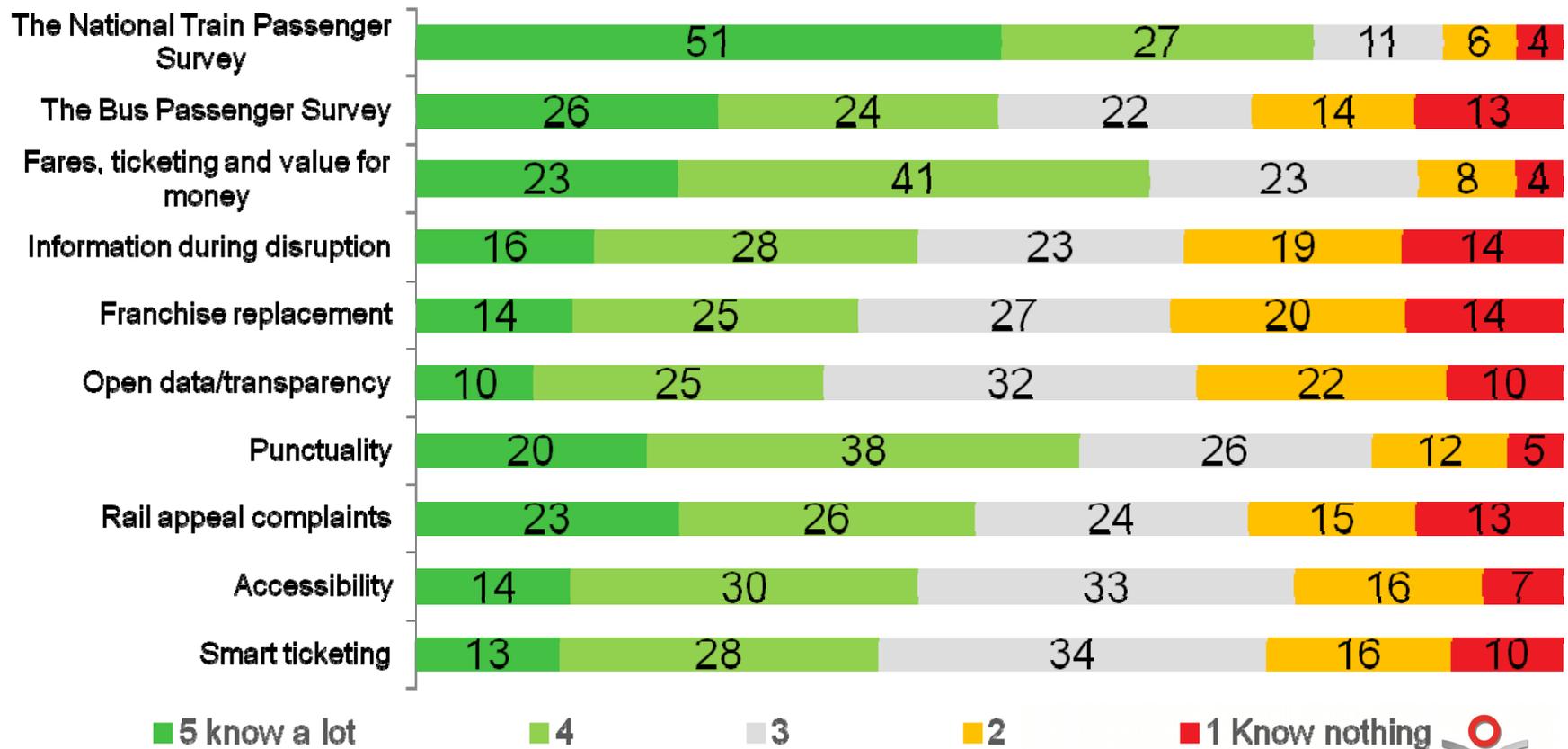


Base-All respondents (608)

While our flagship surveys are well known, there are clear areas where we can improve awareness of our work

Again, on a scale of 1-5 how aware are you of Passenger Focus work on the following?

(where 1 is you know nothing, and 5 is you know a lot)



Base-All respondents (610)

Next steps

- Use results to inform drafting of three year and annual workplan
- Discuss results with major stakeholders and Department for Transport
- Repeat survey next year