



National Passenger Survey

Detailed technical survey overview

Appendix A

Results of multivariate analysis for wave 14

APPENDIX A

Results of multivariate analysis for wave 14

Station factors	% of variance
Ticket buying facilities	1%
Provision of information about train times/ platforms	2%
The upkeep/ repair of the station buildings/ platforms	
Cleanliness of the station	1%
The facilities and services at the station	
The attitudes and helpfulness of the staff	
Connections with other forms of public transport e.g. bus, tube, tram, taxi etc	
Facilities for car parking	
The overall station environment	
Your personal security whilst using that station	2%
The availability of staff at the station	0%
How request was handled	
Train factors	
The frequency of the trains on that route	8%
Punctuality/ reliability (i.e. the train arriving/ departing on time)	46%
The length of time the journey was scheduled to take (speed)	14%
Connections with other train services	0%
The value for money for the price of your ticket	4%
Cleanliness	1%
Up keep and repair of the train	
The provision of information during the journey	1%
The helpfulness and attitude of staff on train	
The space for luggage	
The toilet facilities	0%
Sufficient room for all the passengers to sit/stand	4%
The comfort of the seating area	6%
The ease of being able to get on and off the train	6%
Your personal security whilst on board the train	1%
The availability of the staff on the train	
The cleanliness of the inside of the train	3%
The cleanliness of the outside of the train	0%
How train company dealt with delays	
Total variance	100%

The % of variance shows how much of the variation in overall passenger satisfaction is explained by that factor. So around half of the variation in overall passenger satisfaction is explained by the rating on punctuality/reliability, making this by far the most important driver of overall satisfaction. Train factors remain far more important drivers of passenger satisfaction than station factors.

Where a figure is shown as 0%, this means the factor is a significant driver of overall satisfaction but the percentage is below 0.5% (but still above zero). Where no figure is shown, this means the factor is not a significant driver of overall trip satisfaction.



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