

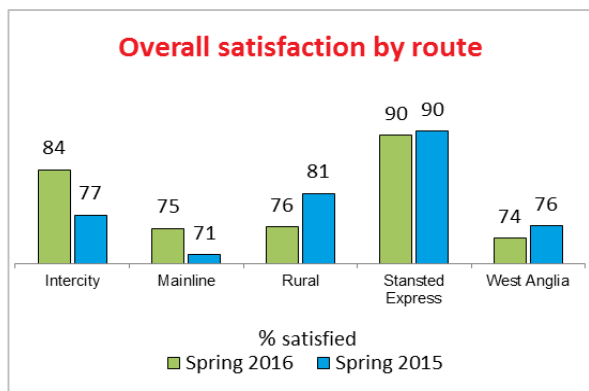
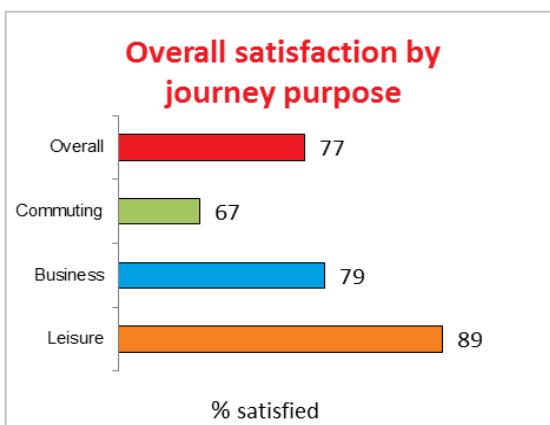
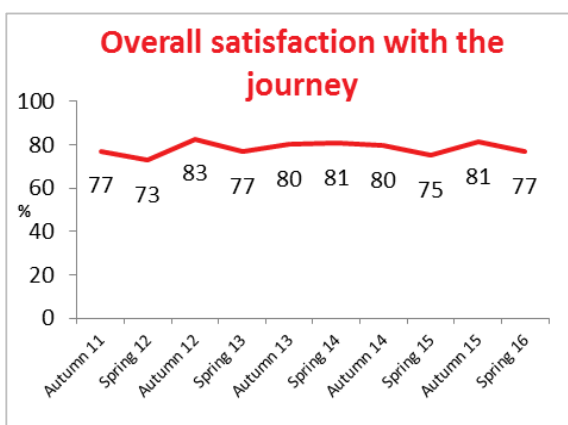
# Rail Passenger Satisfaction at a glance: Abellio Greater Anglia - Spring 2016



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 in 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 Abellio Greater Anglia this time we spoke to 1796 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 the relationship between importance and performance.



#### How routes are defined

**Intercity:** London – Norwich journeys, plus a few shorter journeys (like an early-morning Colchester to Norwich service)

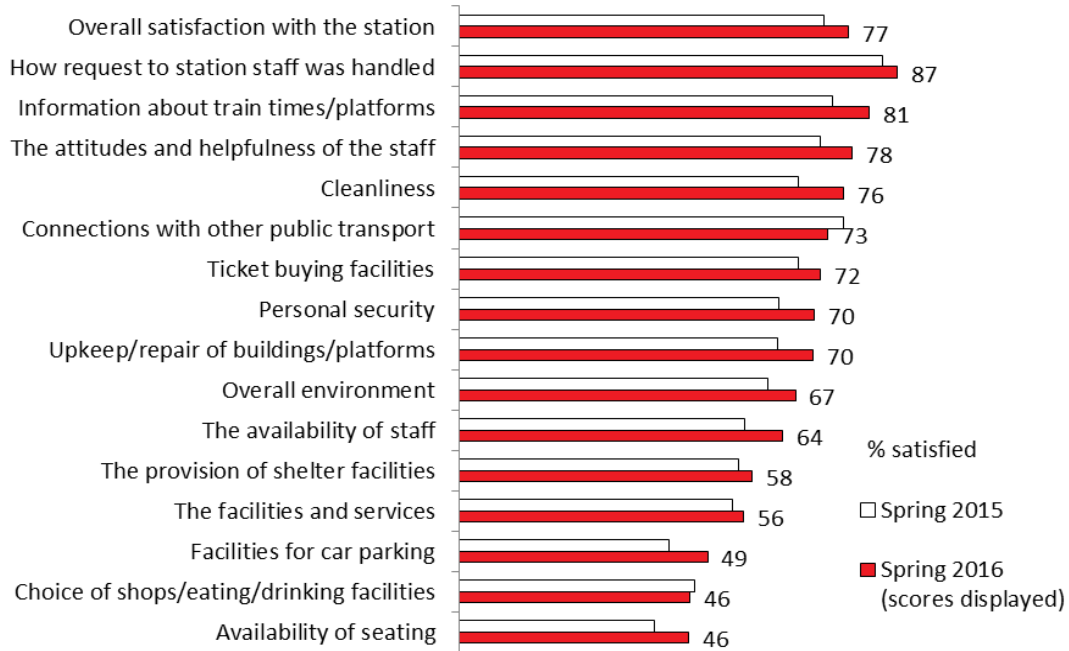
**Main line:** Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London-Southend Victoria service

**Rural:** Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

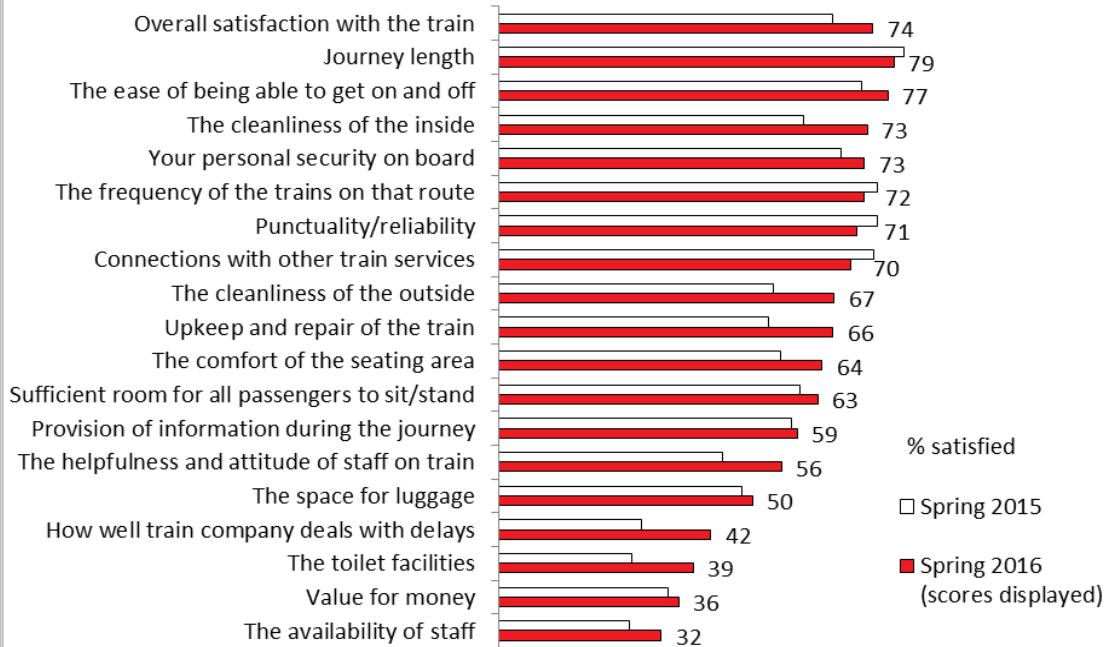
**Stansted Express:** Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport, where the passenger is going to or leaving the airport

**West Anglia:** Journeys on West Anglia routes London - Hertford East, London - Cambridge, London - King's Lynn, Cambridge - King's Lynn and Cambridge - Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

## Satisfaction at the station where they boarded

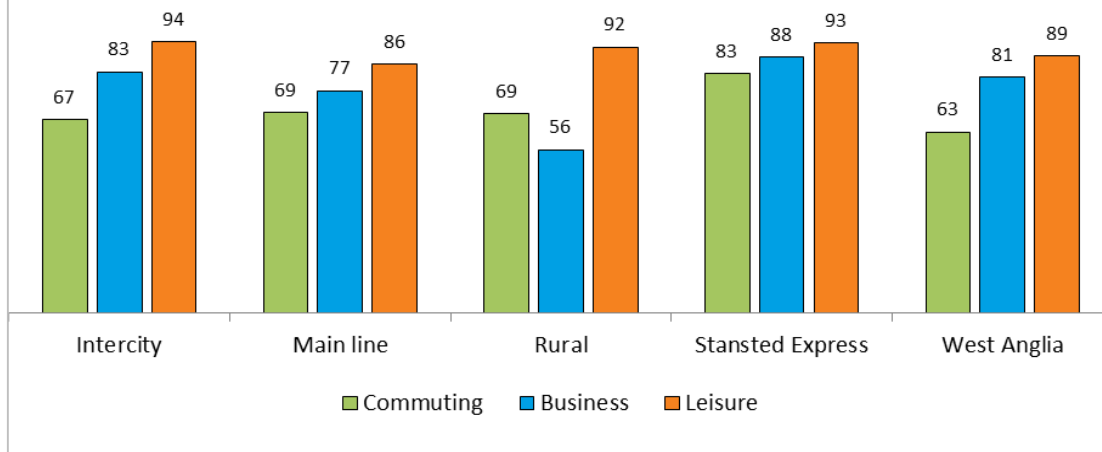


## Satisfaction on the train

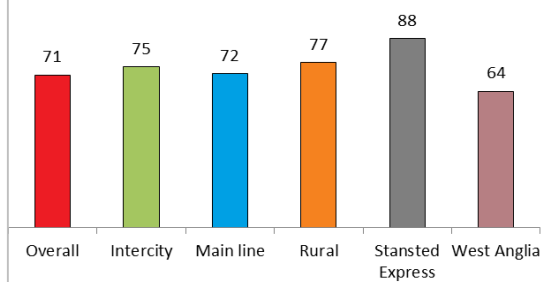


## Satisfaction - in a bit more depth (Spring 2016)

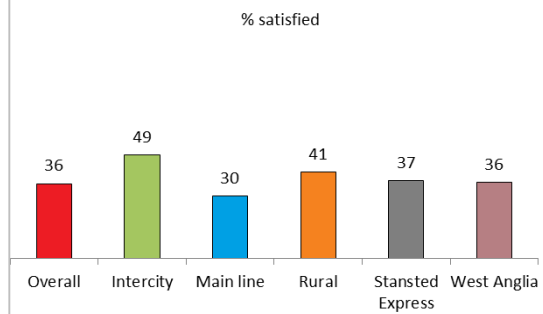
### Overall satisfaction - by route and journey type



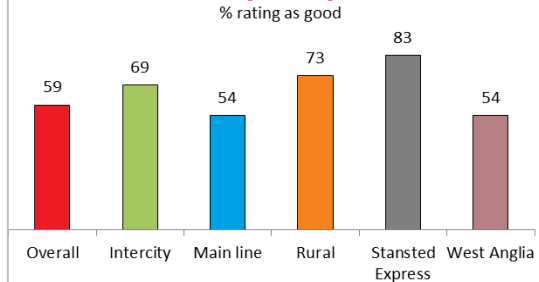
### Punctuality/reliability % satisfied



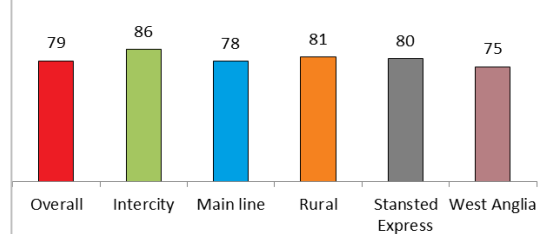
### The value for money % satisfied



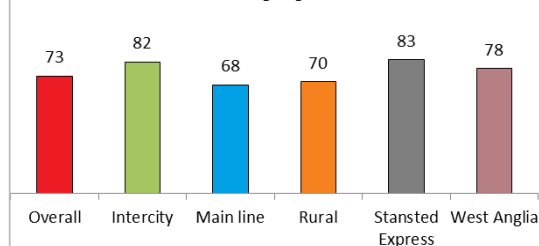
### Provision of information during the journey % rating as good



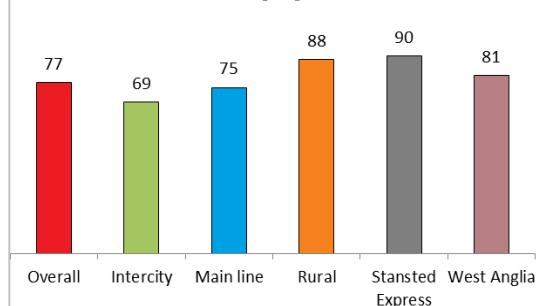
### Journey length % satisfied



### Cleanliness inside the train % rating as good



### Ease of getting on/off % rating as good



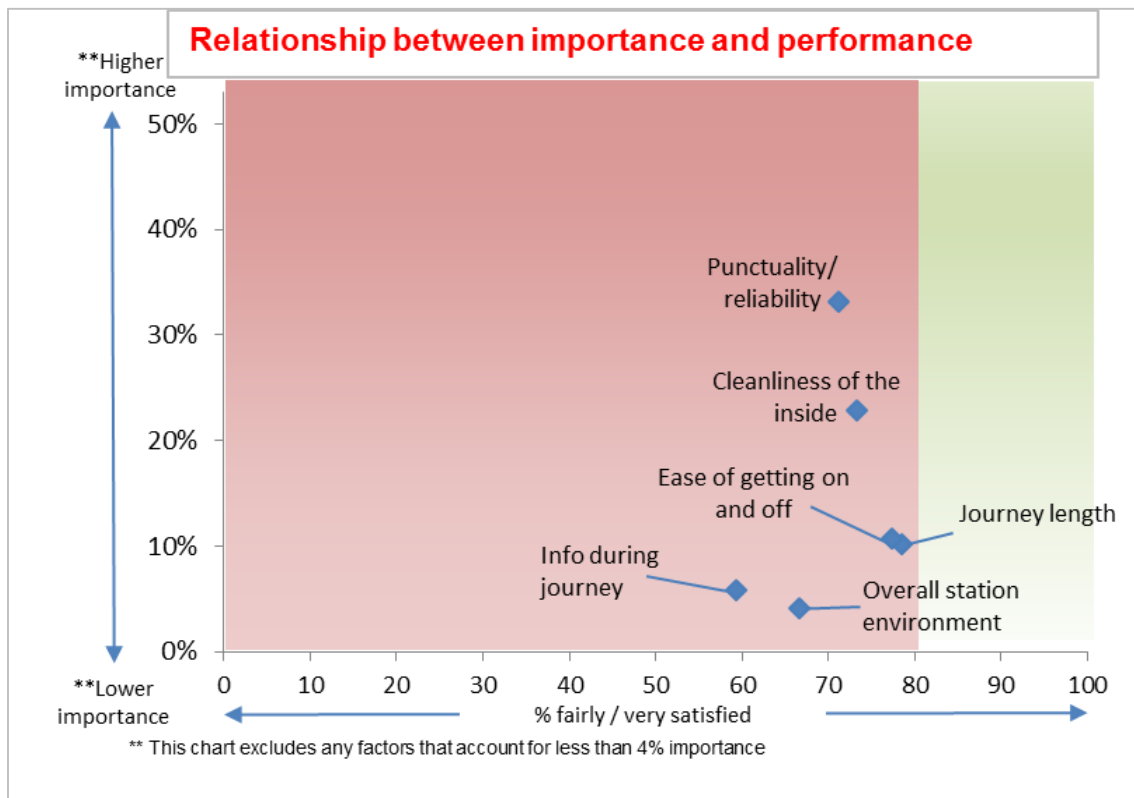
## Importance versus performance 2015-2016

Not all factors asked about in this survey have equal importance - some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The chart below shows the station and train factors which have a statistically significant relationship with overall journey satisfaction on this TOC - those which are most important in determining overall passenger satisfaction.

The vertical axis shows the relative strength of relationship (or relative importance) of these factors, and the horizontal axis shows how this TOC performs (the percentage of passengers satisfied with each).

Factors appearing towards the top right are those which are very important in driving a good overall journey experience, and on which the service performs quite well. Factors appearing towards the top left are also very important but delivered less well - these are priorities for improvement. Factors towards the bottom left or right are relatively less important, but do still have an impact on overall journey experience.



To find out more and see more NRPS results (for franchised rail services), 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>