

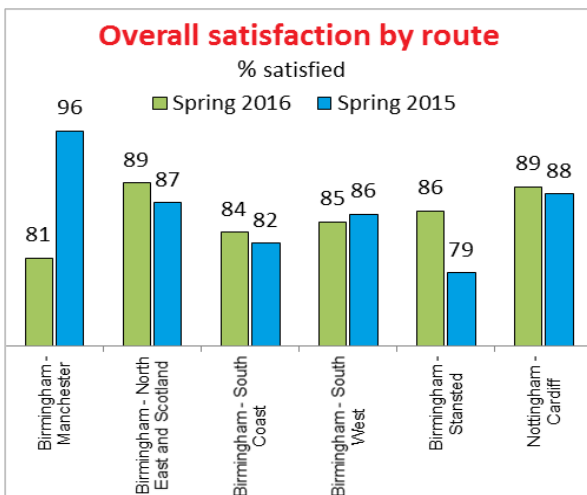
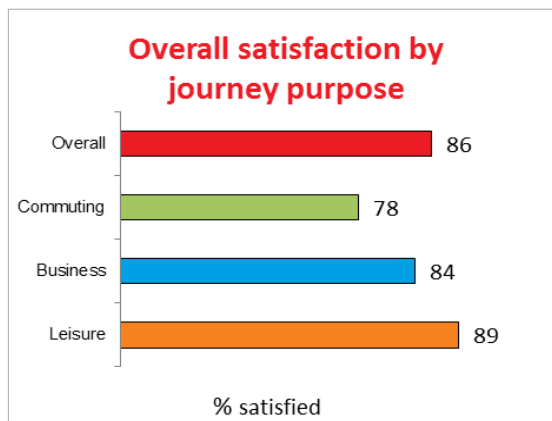
Rail Passenger Satisfaction at a glance: CrossCountry - Spring 2016



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 CrossCountry this time we spoke to 1236 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

Birmingham – Manchester: journeys on the Manchester Piccadilly - Birmingham New Street route

Birmingham – North East and Scotland: journeys on the Birmingham New Street - Aberdeen route

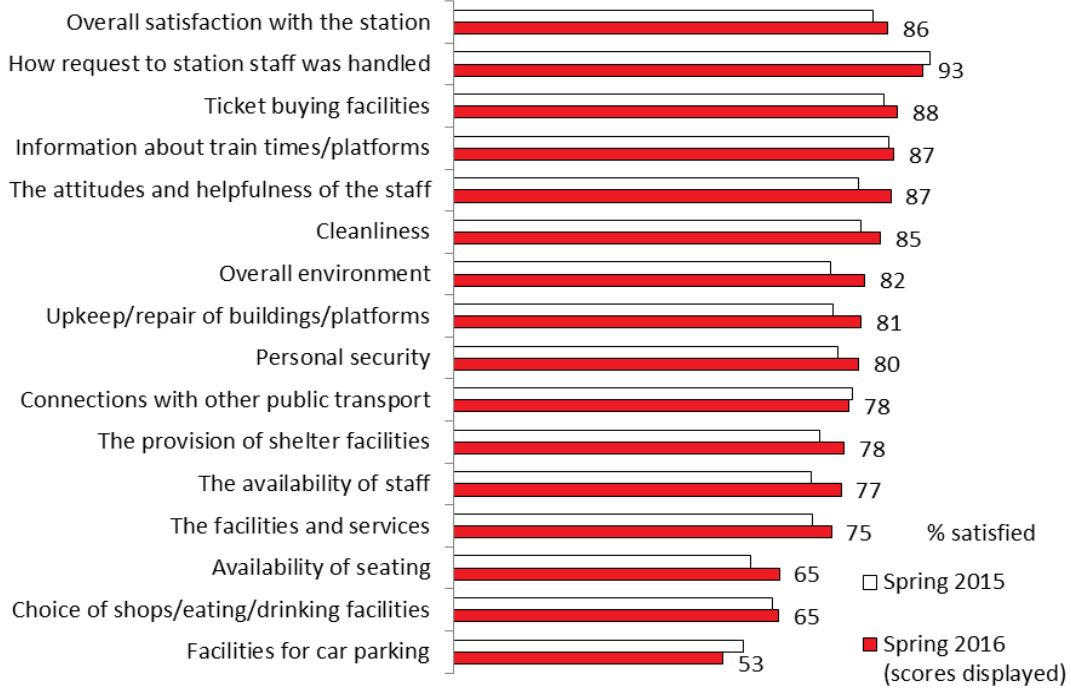
Birmingham – South Coast: journeys on the Birmingham New Street - Bournemouth route

Birmingham – South West: journeys on the Birmingham New Street - Penzance route

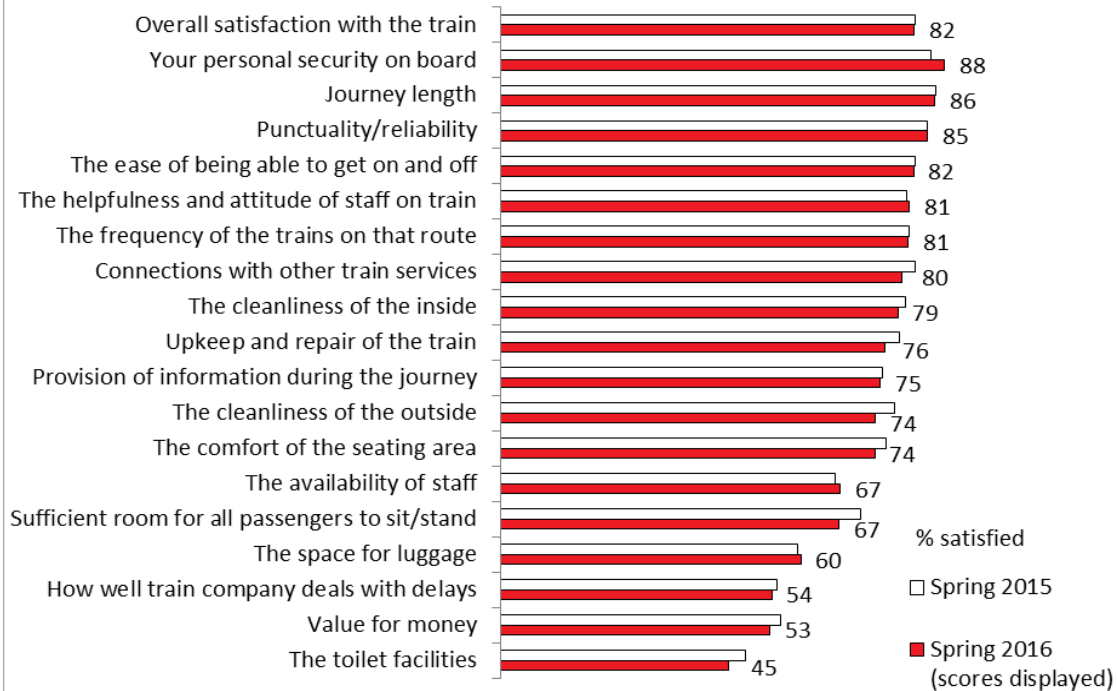
Birmingham – Stansted: journeys on the Birmingham New Street - Stansted Airport route

Nottingham – Cardiff: journeys on the Nottingham - Cardiff Central route

Satisfaction at the station where they boarded

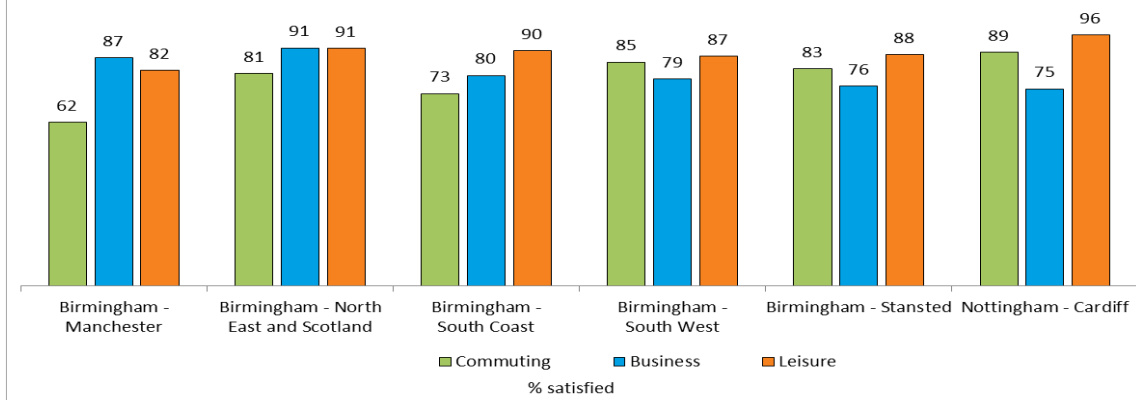


Satisfaction on the train



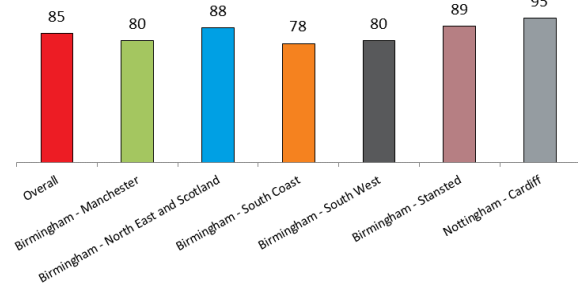
Satisfaction - in a bit more depth (Spring 2016)

Overall satisfaction - by route and journey type



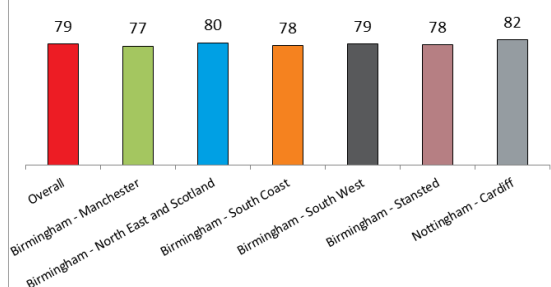
Punctuality/reliability

% satisfied



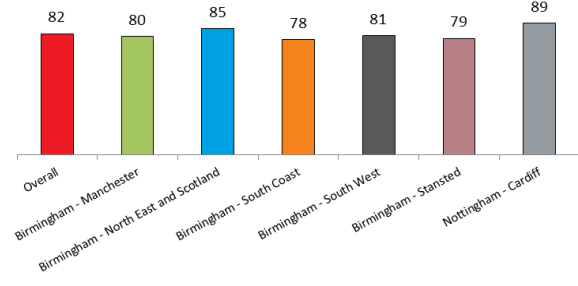
Cleanliness inside the train

% rating as good



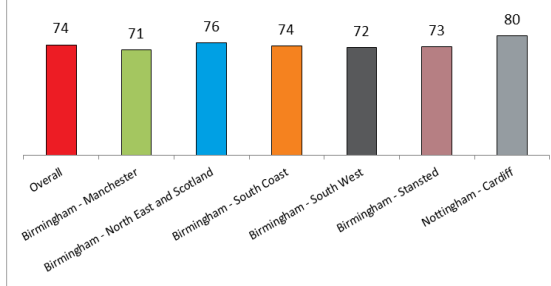
Ease of getting on/off the train

% rating as good



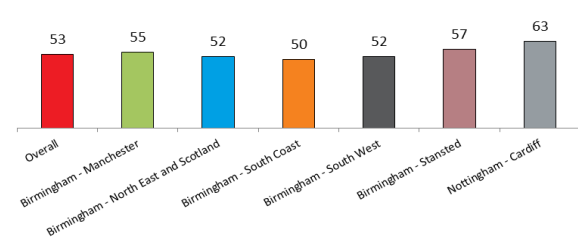
Comfort of the seating area

% rating as good



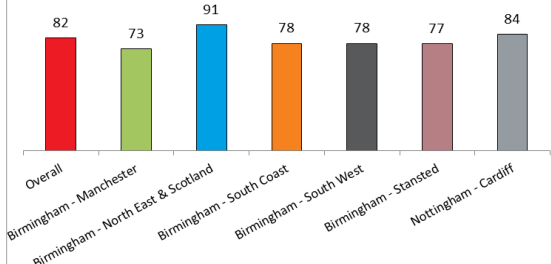
Value for money

% satisfied



Overall environment

% rating as good



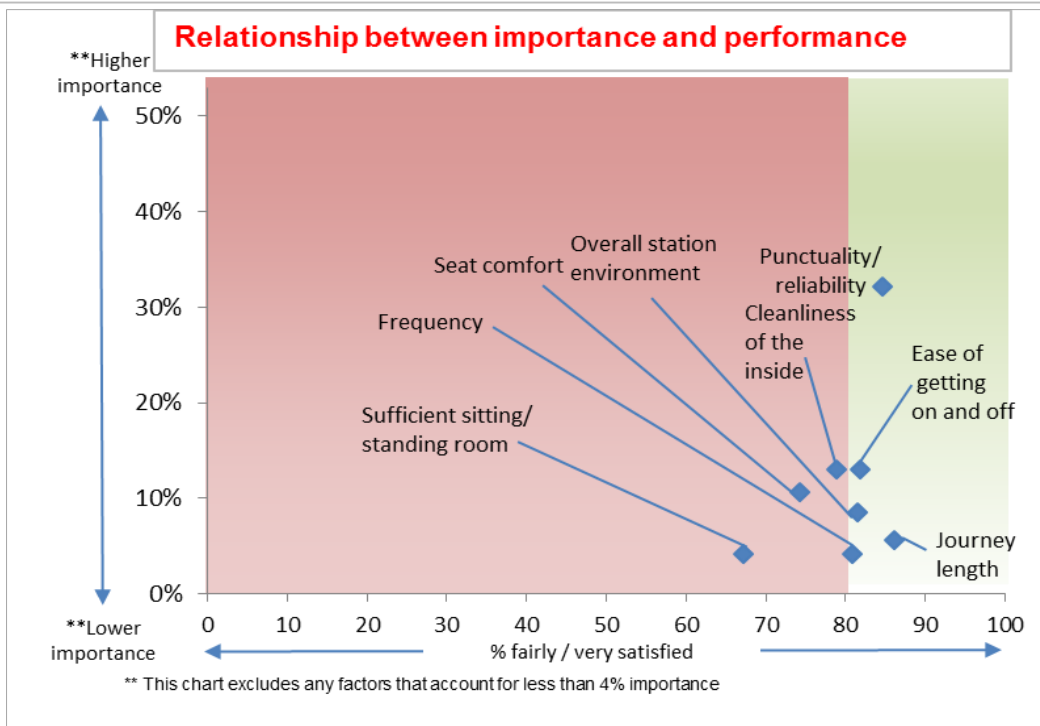
Importance versus performance 2015-2016

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 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>