

Passenger Satisfaction at a glance: Caledonian Sleeper 2015-16

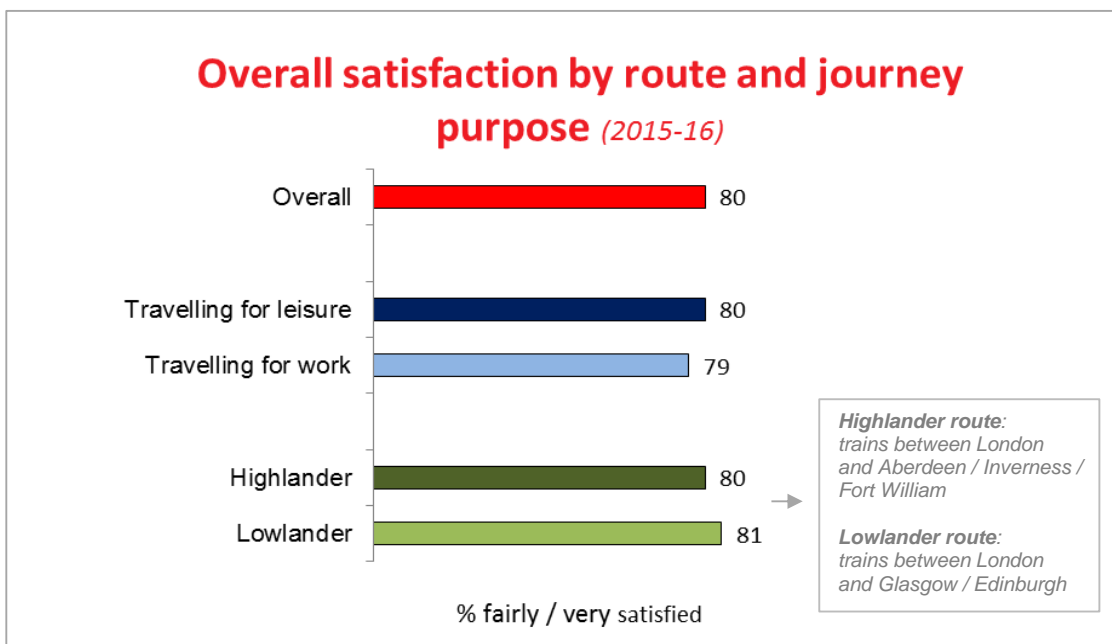
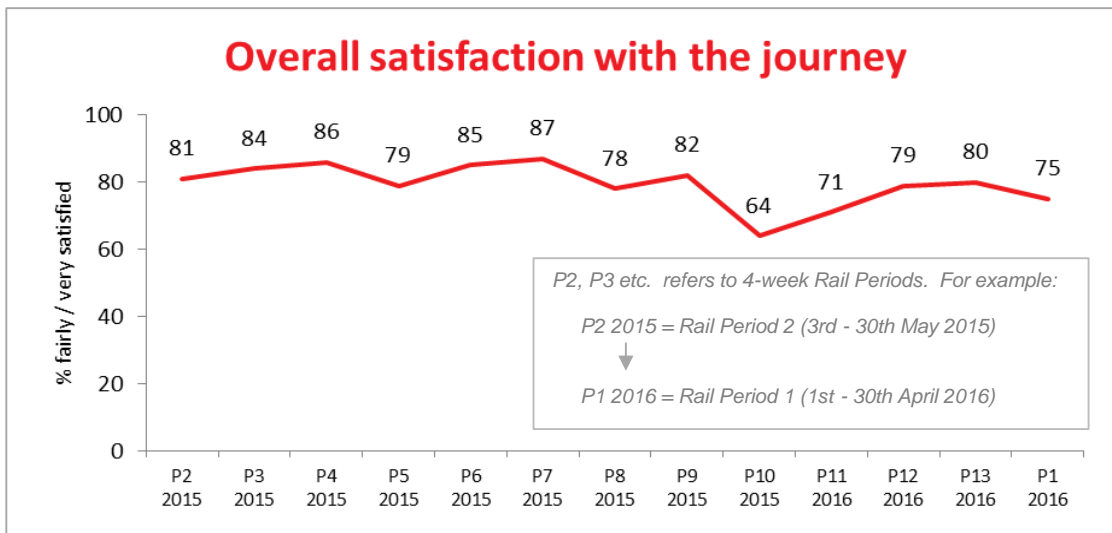


Survey undertaken from period 2 2015 (starting 3rd May) to period 1 2016 (ending 30th April)

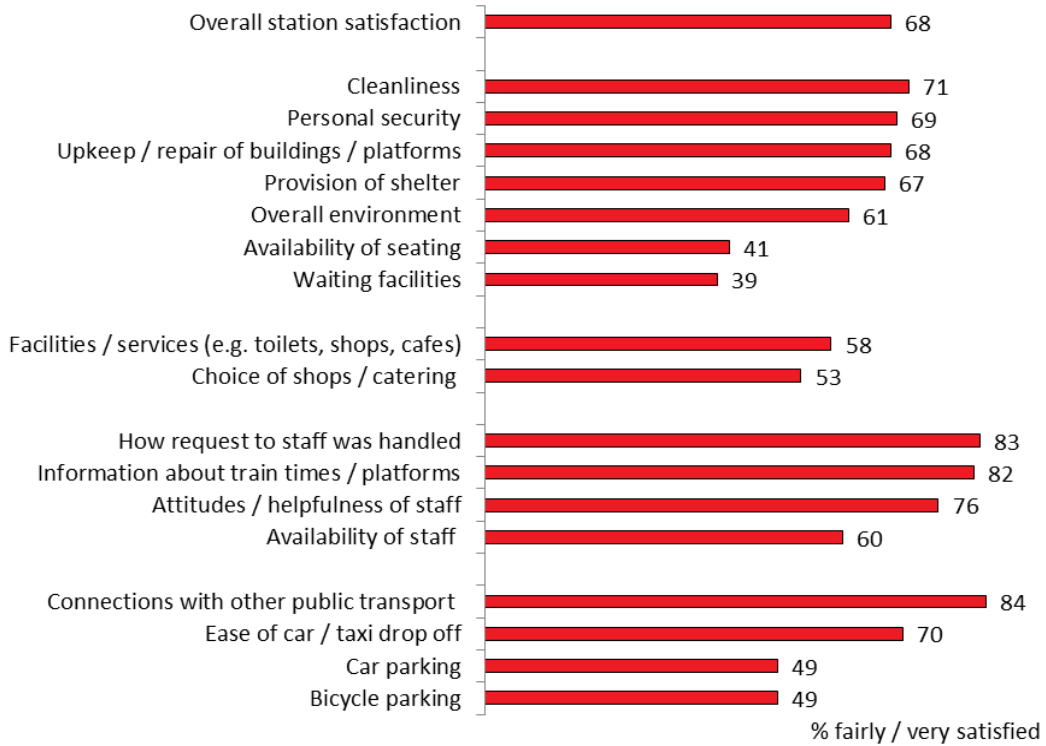
Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. Alongside the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain, we work with Serco to conduct a survey of passenger satisfaction with the Caledonian Sleeper.

We ask passengers for their views about the journey they have just made, both in general and on a number of specific areas regarding the station, the train and the service received. Annually this survey covers around 2000 Caledonian Sleeper passengers.

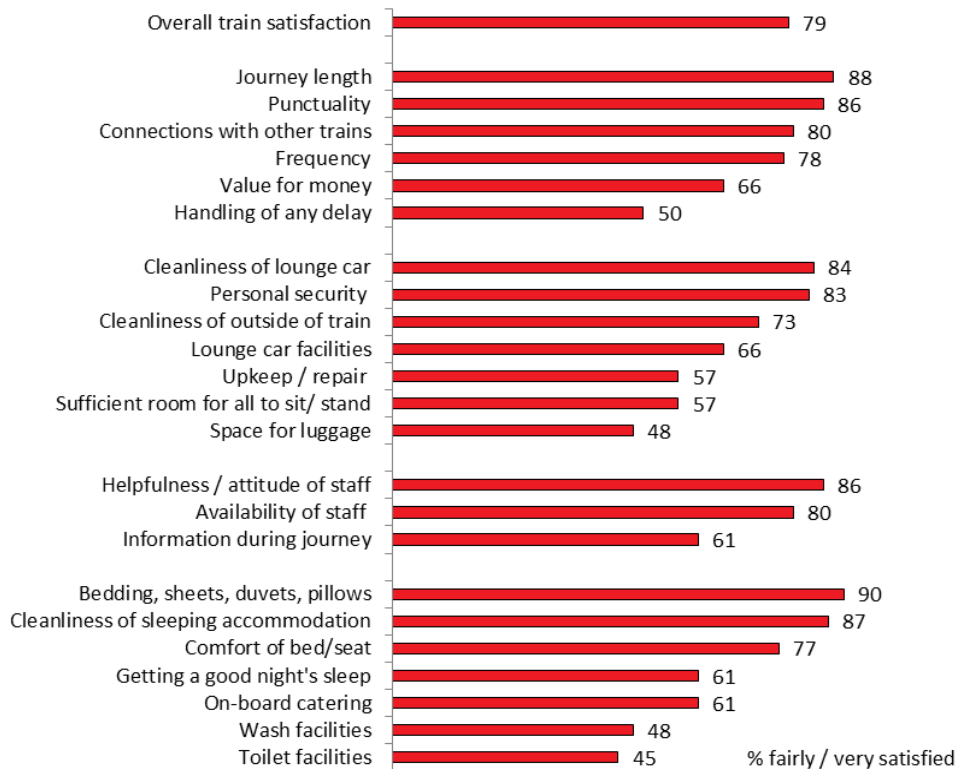
This page shows the headlines. Page 2 shows satisfaction with individual aspects of the departure station and the train. Page 3 looks at key factors in a bit more depth. The last page shows which factors have the biggest effect on satisfaction and dissatisfaction, and how the service performs on these factors.



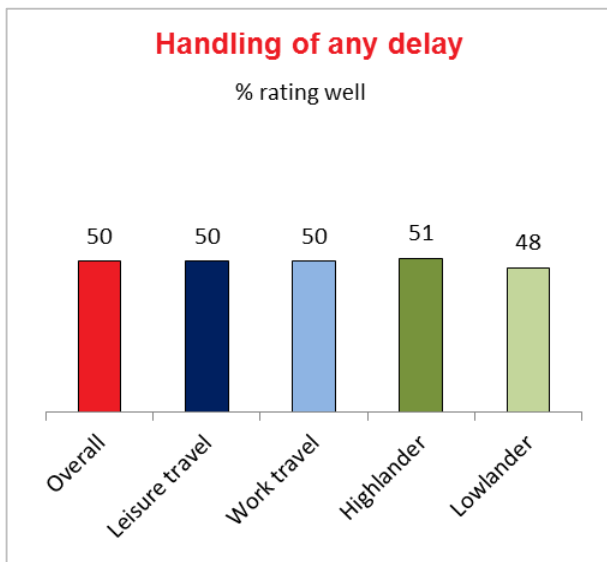
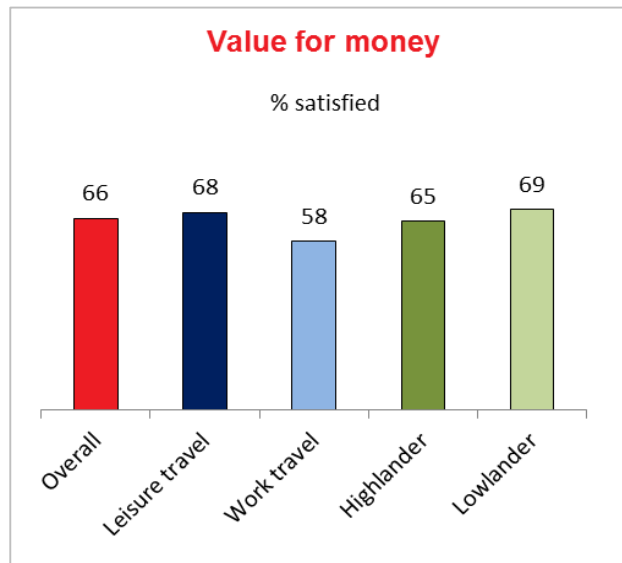
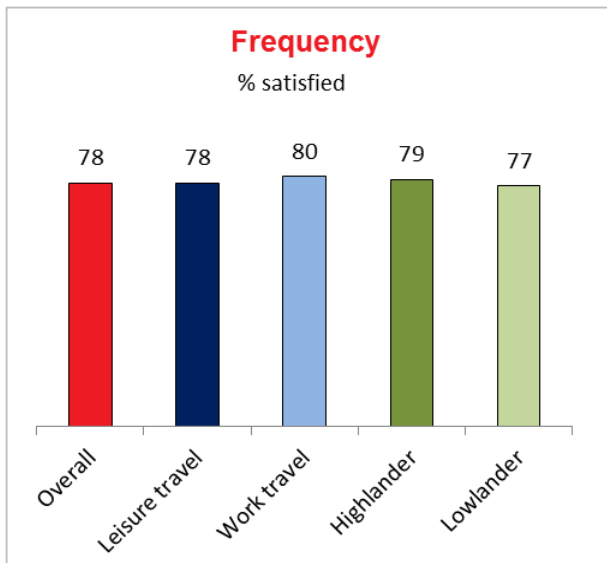
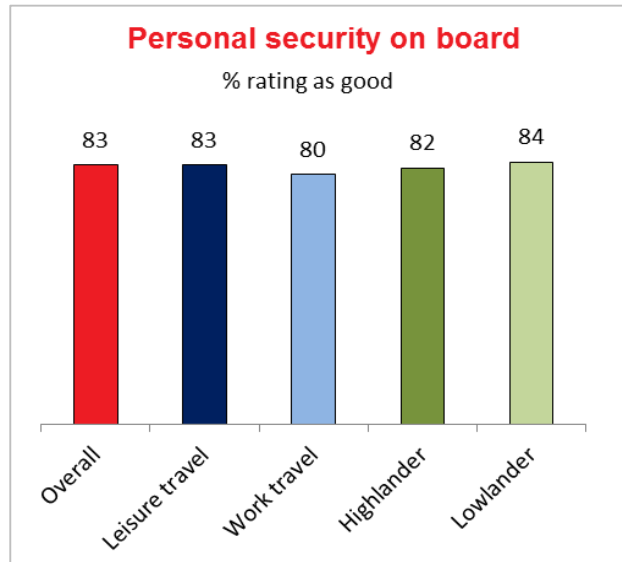
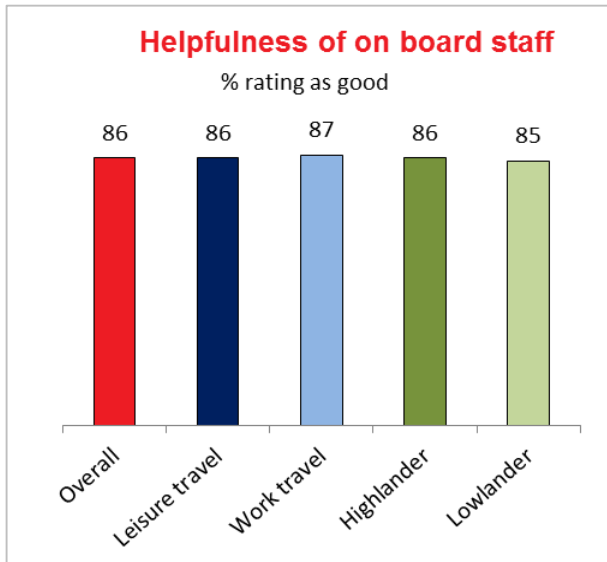
Satisfaction at departure station



Satisfaction with journey and train



Satisfaction in a bit more depth (2015-2016)



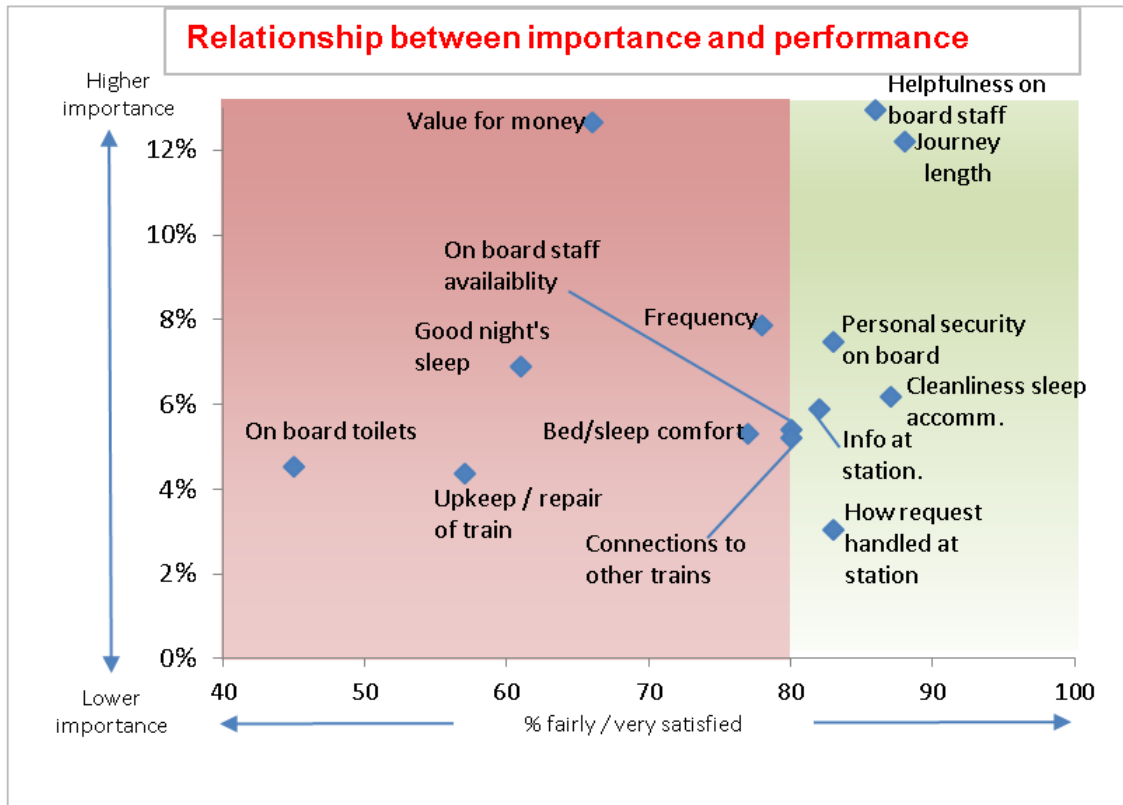
Importance versus performance 2015-2016

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 the Caledonian Sleeper - those which are most important in determining overall passenger satisfaction.

The vertical axis shows the relative importance of these factors, and the horizontal axis shows the percentage of passengers which are 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>