

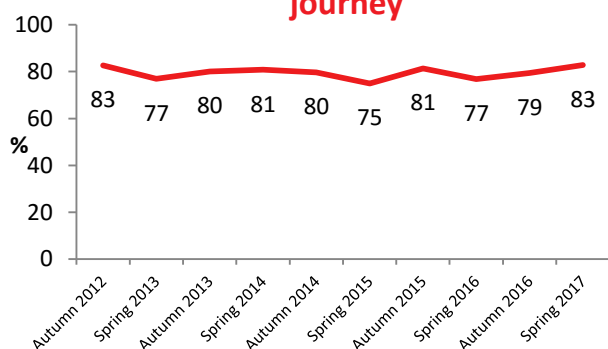
Rail Passenger Satisfaction at a glance: Greater Anglia - Spring 2017

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.

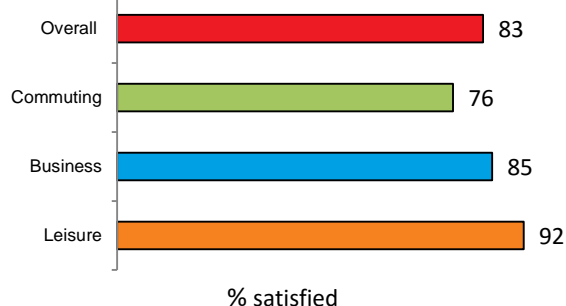
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

In this survey we spoke to 1365 Greater Anglia passengers. This shows the headline results. 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.

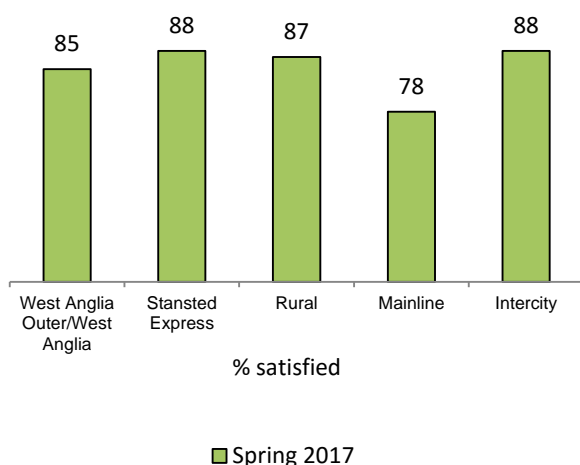
Overall satisfaction with the journey



Overall satisfaction by journey purpose



Overall satisfaction by route



How routes are defined

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

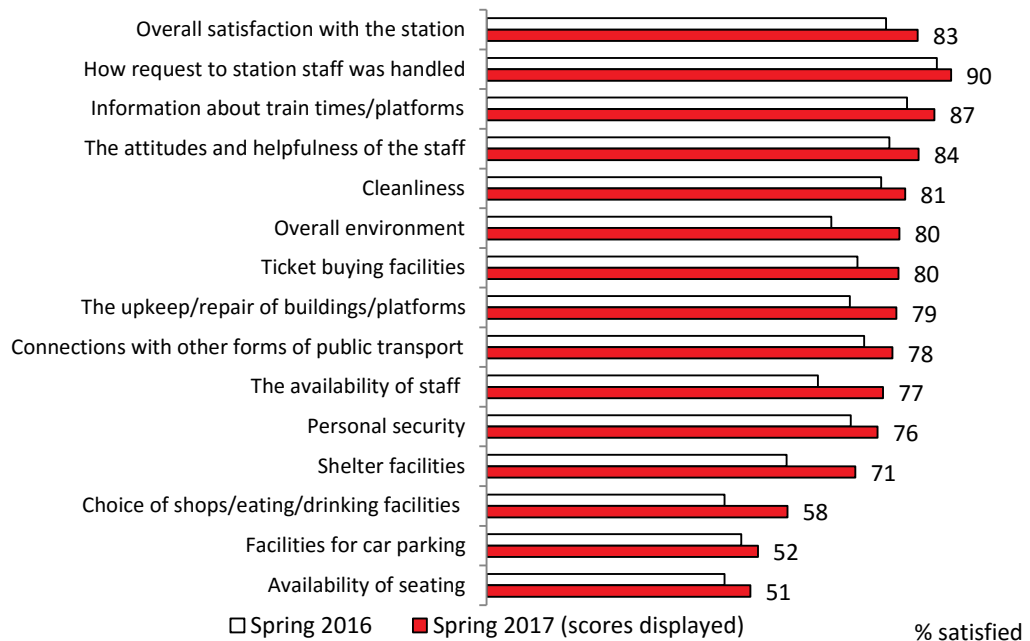
Main line: Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London-Southend Victoria service

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

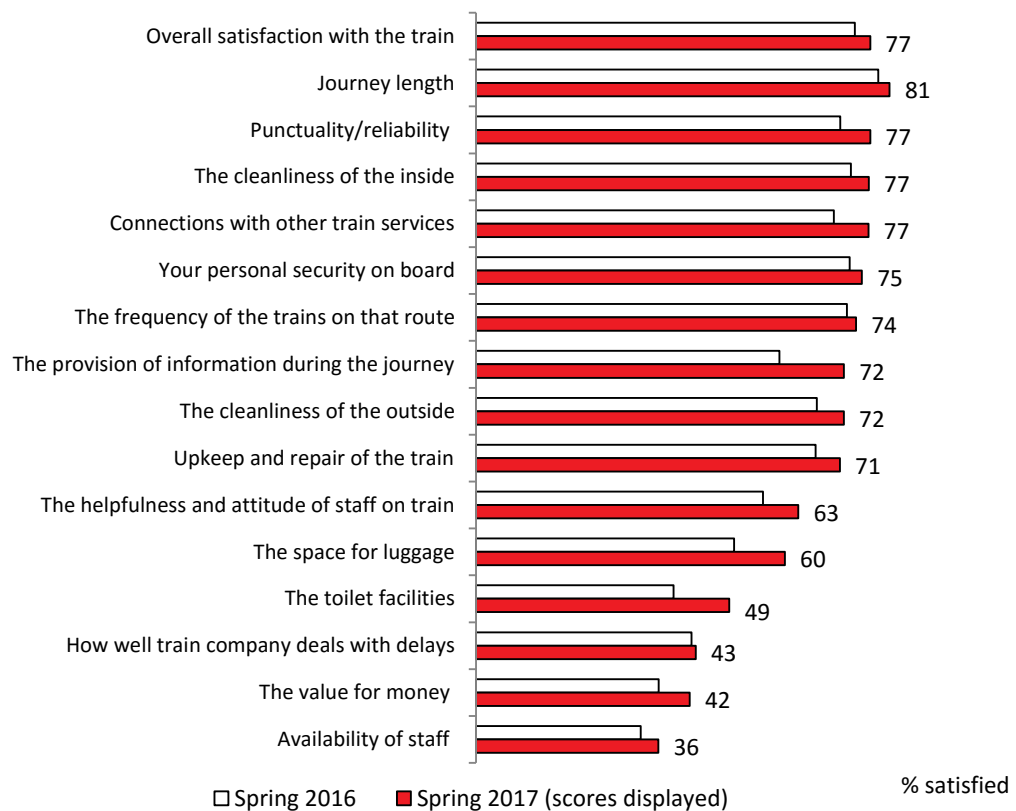
Stansted Express: Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport, where the passenger is going to or leaving the airport

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

Satisfaction at the station where they boarded

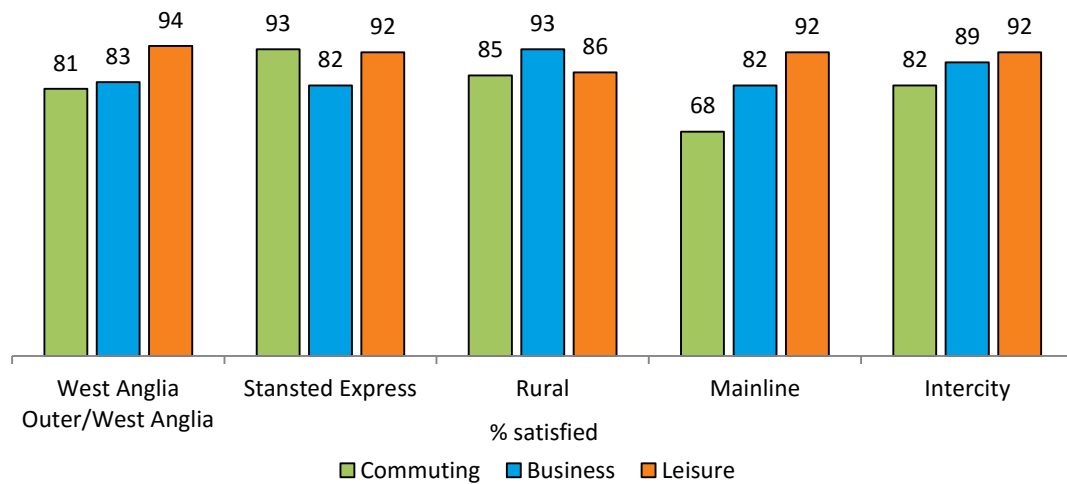


Satisfaction on the train



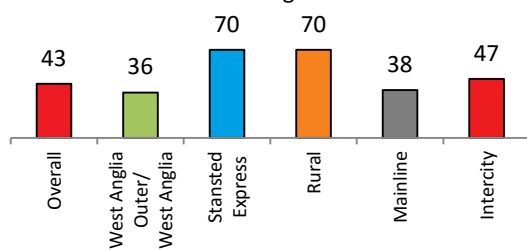
Satisfaction - in a bit more depth (Spring 2017)

Overall satisfaction - by route and journey type



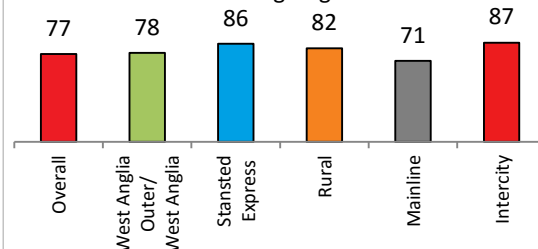
Dealt with delays

% rating as well



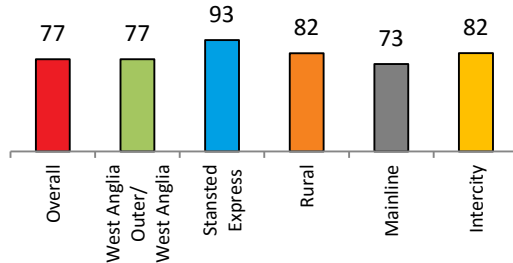
Cleanliness of the inside

% rating as good



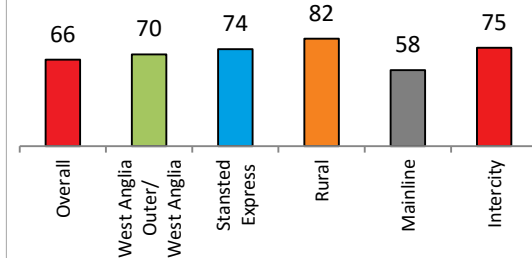
Punctuality/reliability

% rating as satisfied



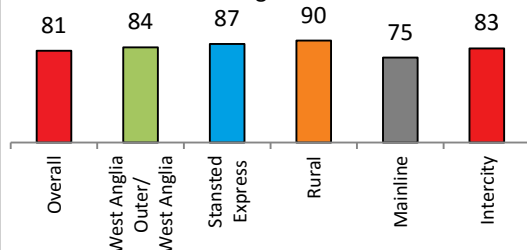
Seat comfort

% rating as good



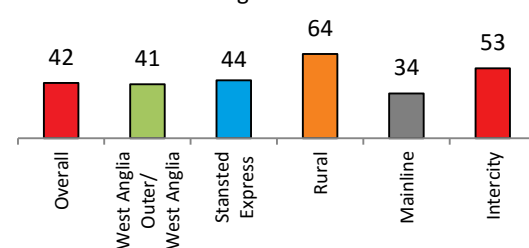
Journey length

% rating as satisfied



Value for money

% rating as Satisfied



Importance versus performance

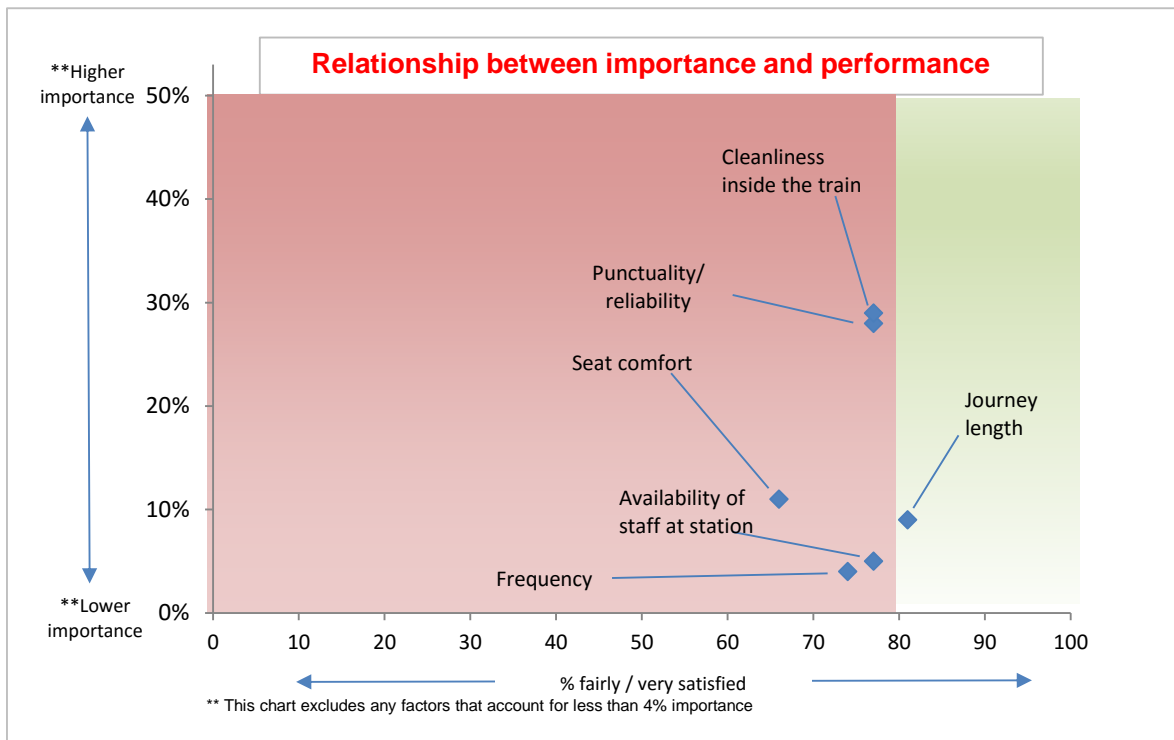
2016-2017

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>