

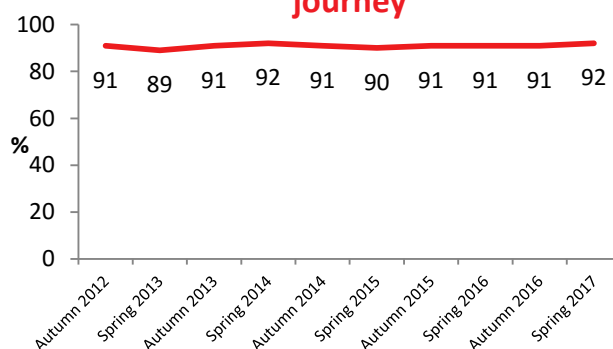
# Rail Passenger Satisfaction at a glance: Chiltern Railways - Spring 2017

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 1062 Chiltern passengers. This 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.

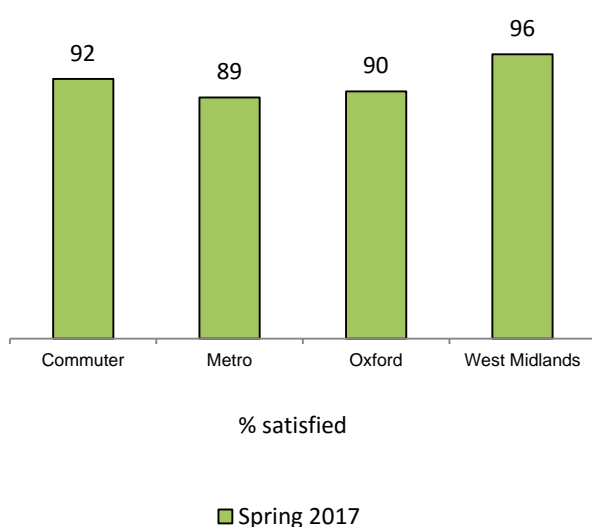
## Overall satisfaction with the journey



## Overall satisfaction by journey purpose



## Overall satisfaction by route



## How routes are defined

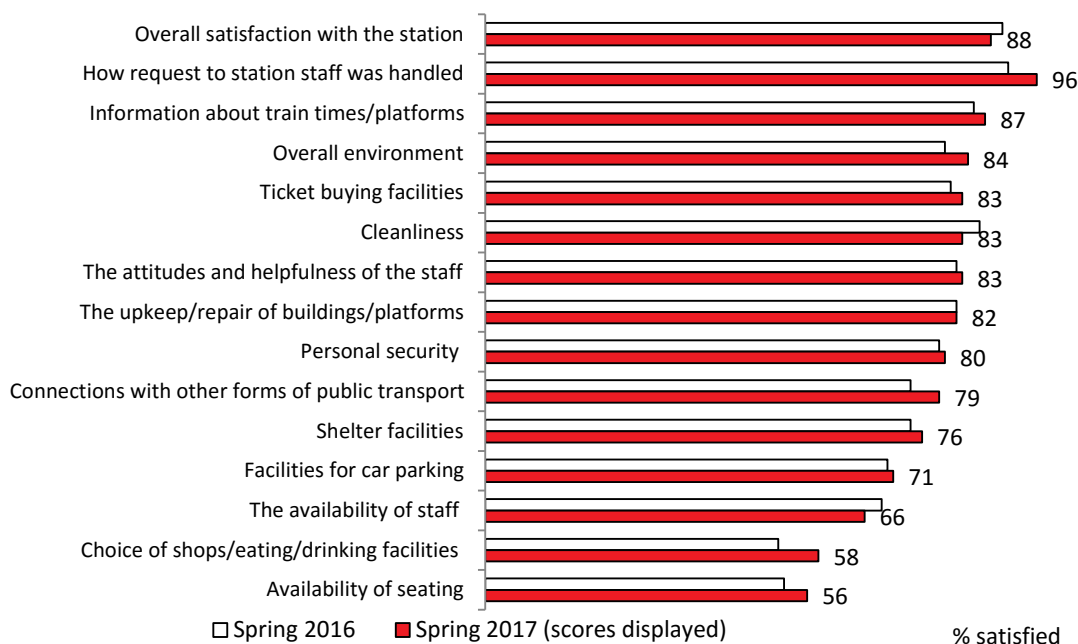
**Commuter:** Journeys on the London Marylebone – Banbury route, including services London Marylebone – stations south of Banbury (via Wembley Stadium). Also includes London Marylebone – Aylesbury (via High Wycombe) and Aylesbury – Princes Risborough services, but not London Marylebone – Oxford/Oxford Parkway.

**Metro:** Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham).

**Oxford:** Journeys on London Marylebone – Oxford/Oxford Parkway services.

**West Midlands:** Journeys on the West Midlands – London Marylebone services, including London – Stratford-Upon-Avon and a few services that do not go to/from London

## Satisfaction at the station where they boarded

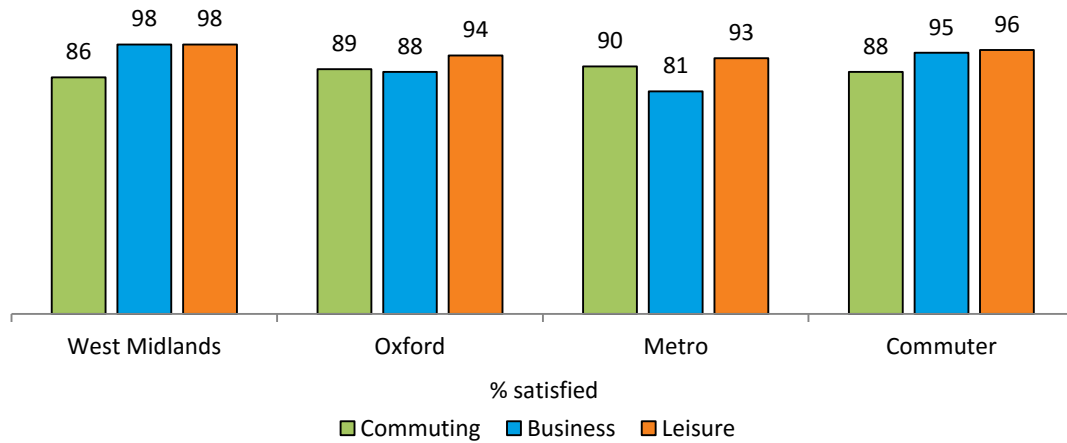


## Satisfaction on the train

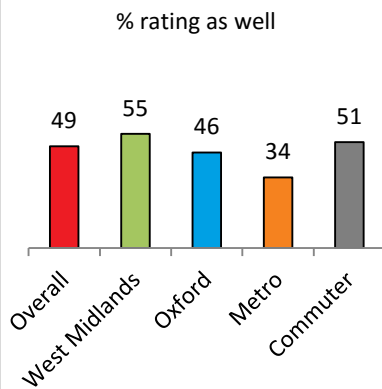


## Satisfaction - in a bit more depth (Spring 2017)

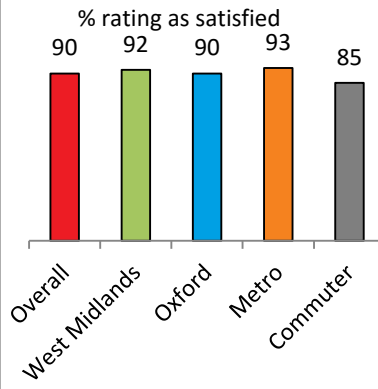
### Overall satisfaction - by route and journey type



#### Dealt with delays



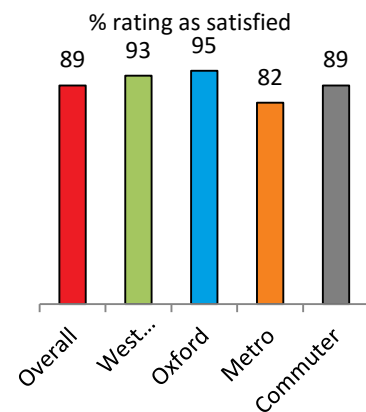
#### Punctuality/reliability



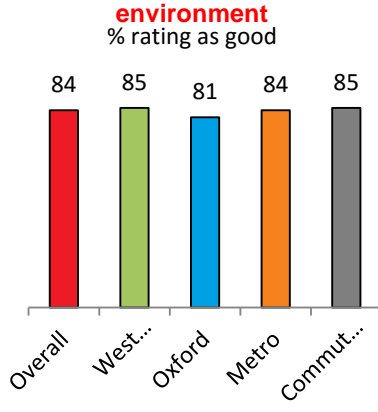
#### Cleanliness inside the train



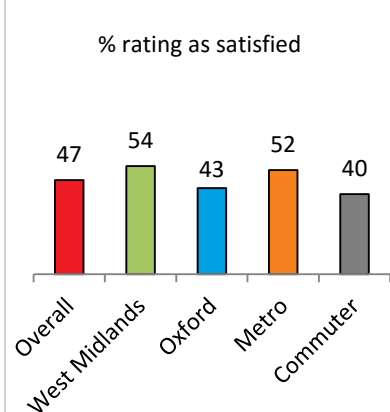
#### Journey length



#### Overall station environment



#### Value for money



## Importance versus performance

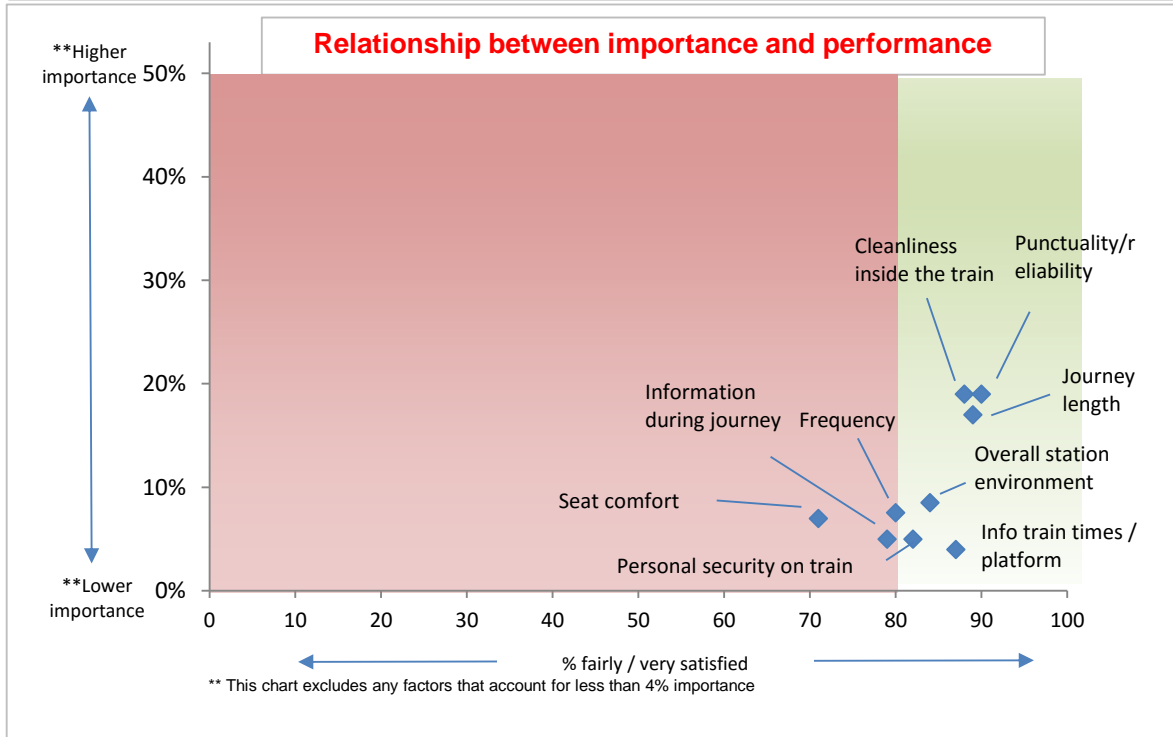
2016-2017

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>