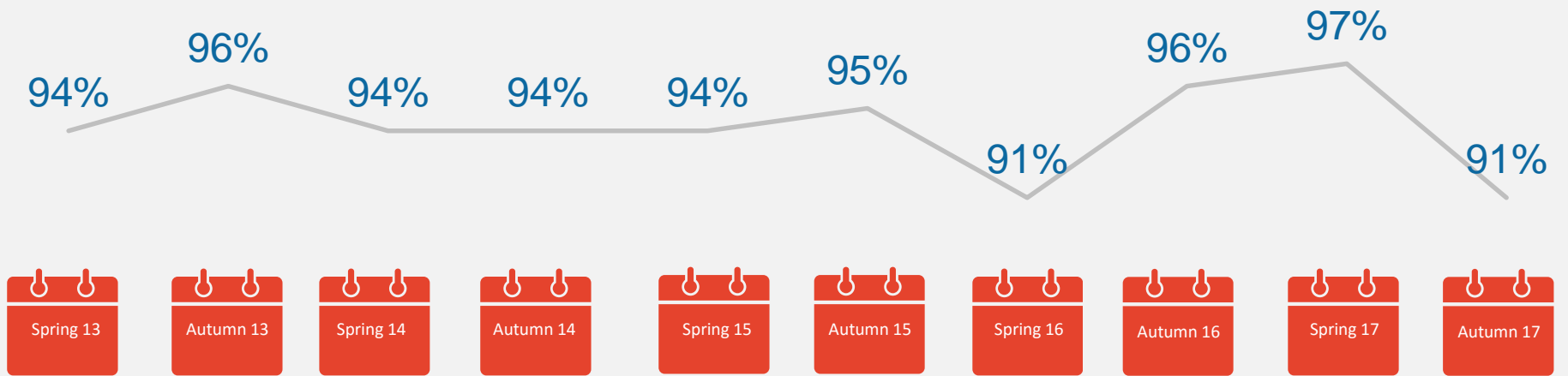


# Rail passenger satisfaction at a glance: Heathrow Express – Autumn 2017

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. This survey covers 457 Heathrow Express passengers.

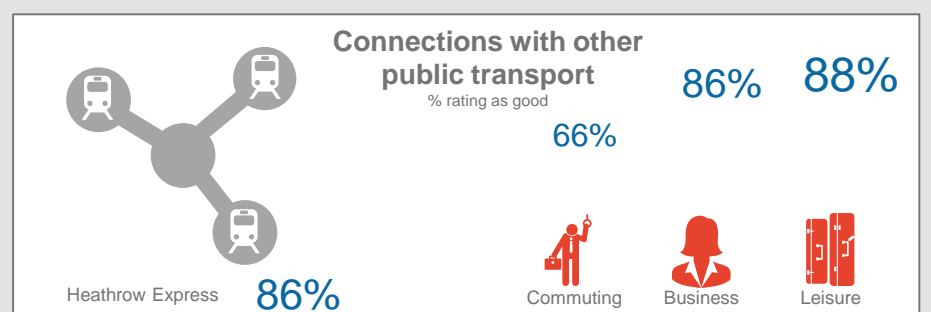
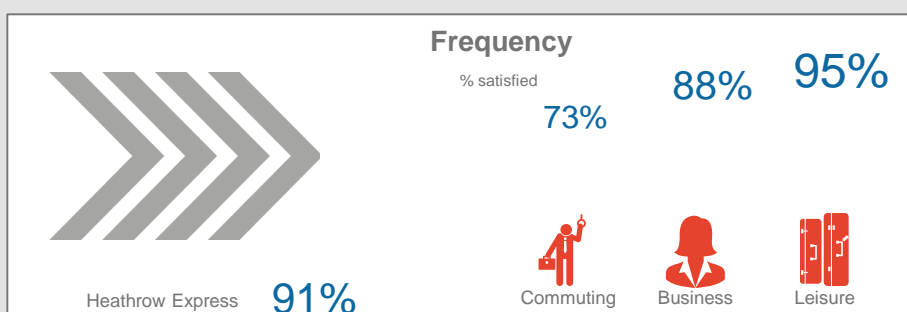
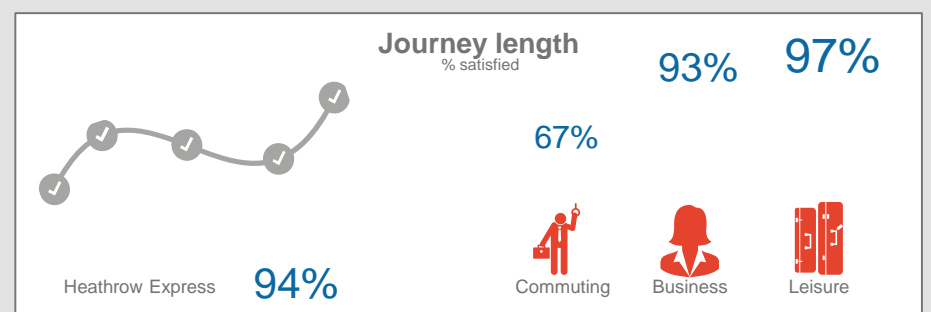
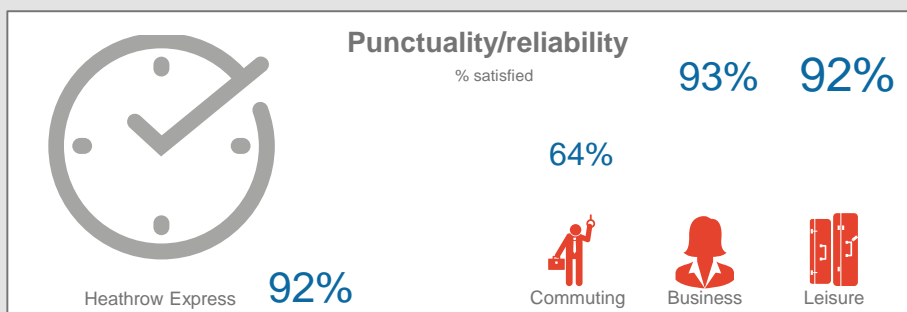
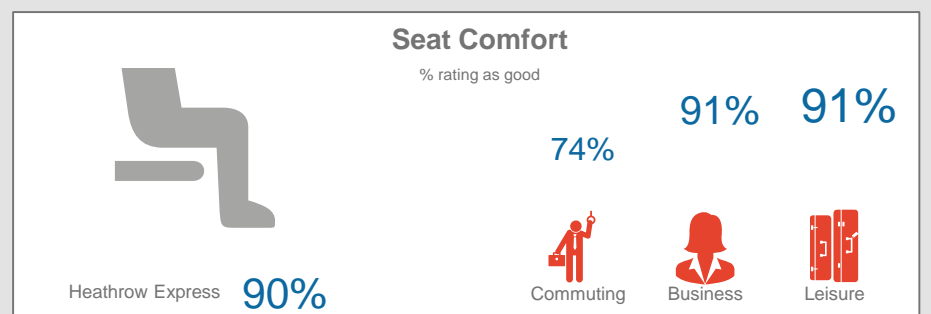
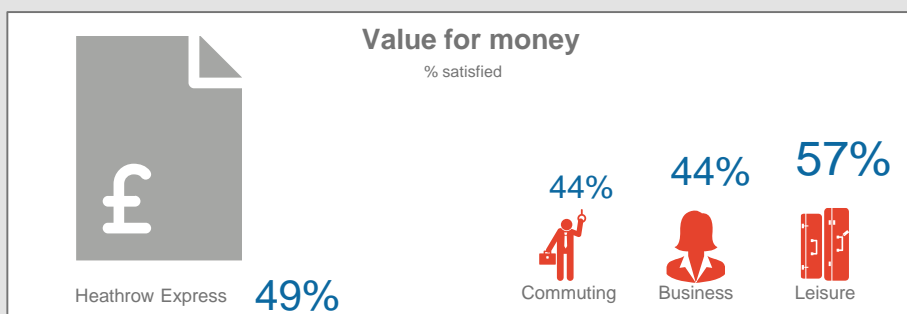
## Overall satisfaction with the journey



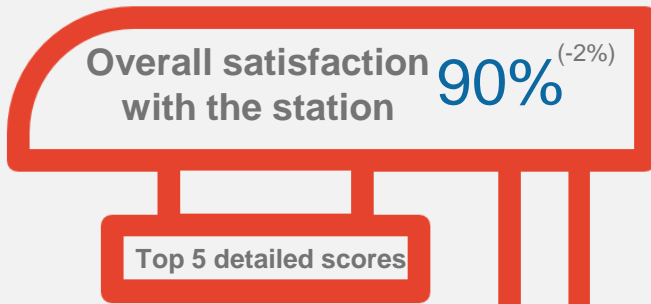
## Overall satisfaction by journey purpose



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



## Satisfaction at the station where you boarded



### Top 5 detailed scores

1 <sup>st</sup>	Ticket buying facilities	93%	(+2%)
2 <sup>nd</sup>	How request to station staff was handled	92%	(-2%)
3 <sup>rd</sup>	Upkeep/repair of the station	91%	(-1%)
3 <sup>rd</sup>	The attitudes & helpfulness of the staff	91%	(-1%)
3 <sup>rd</sup>	Shelter Facilities	91%	(+8%)

## Satisfaction on the train



### Top 5 detailed scores

1 <sup>st</sup>	Journey length	94%	(-2%)
2 <sup>nd</sup>	Personal security on train	94%	
2 <sup>nd</sup>	Cleanliness outside the train	94%	(-1%)
4 <sup>th</sup>	Punctuality/reliability	92%	(-1%)
5 <sup>th</sup>	The frequency of the trains on that route	91%	(+0%)

(% shown in brackets shows % change since Autumn 2016)

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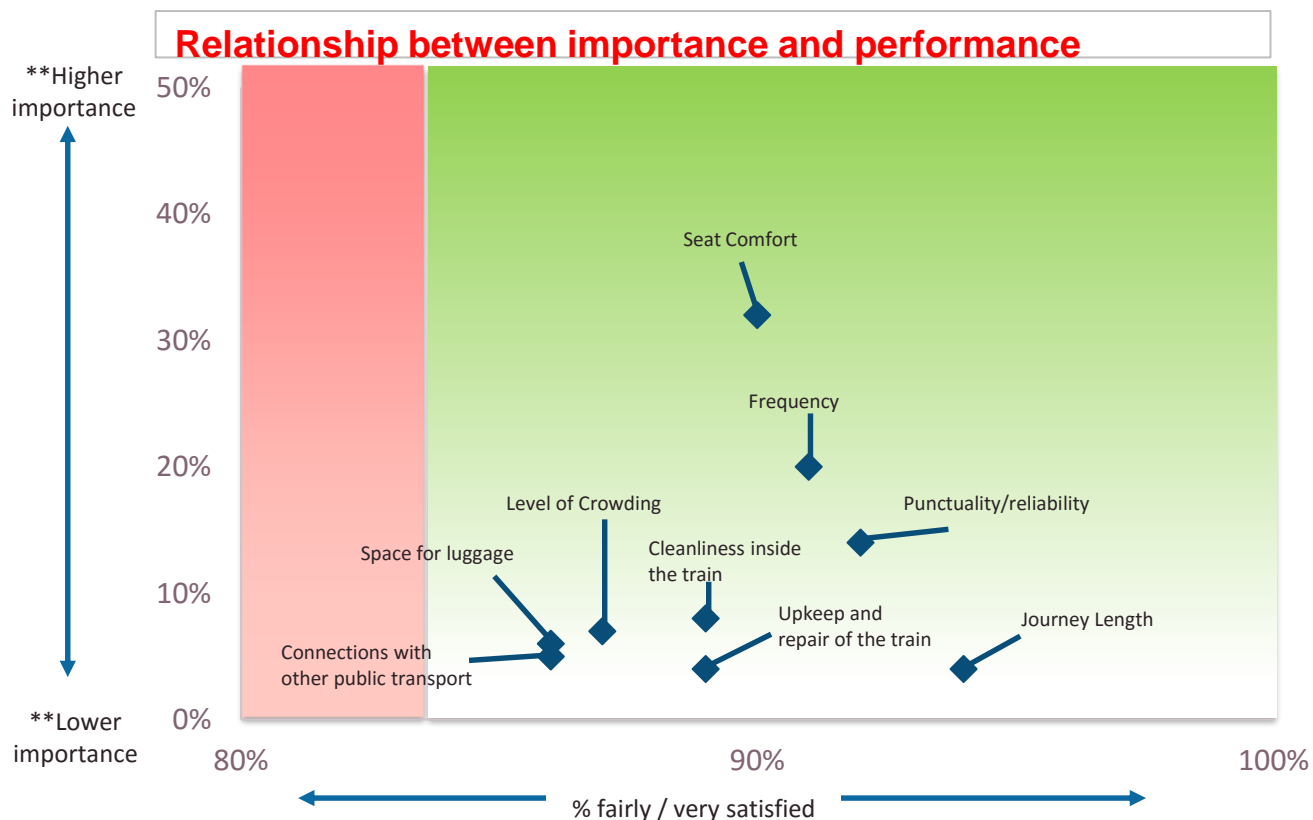
## Importance versus performance

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.



\*\* This chart excludes any factors that account for less than 4% importance



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.railpassengerdata.org.uk/>