

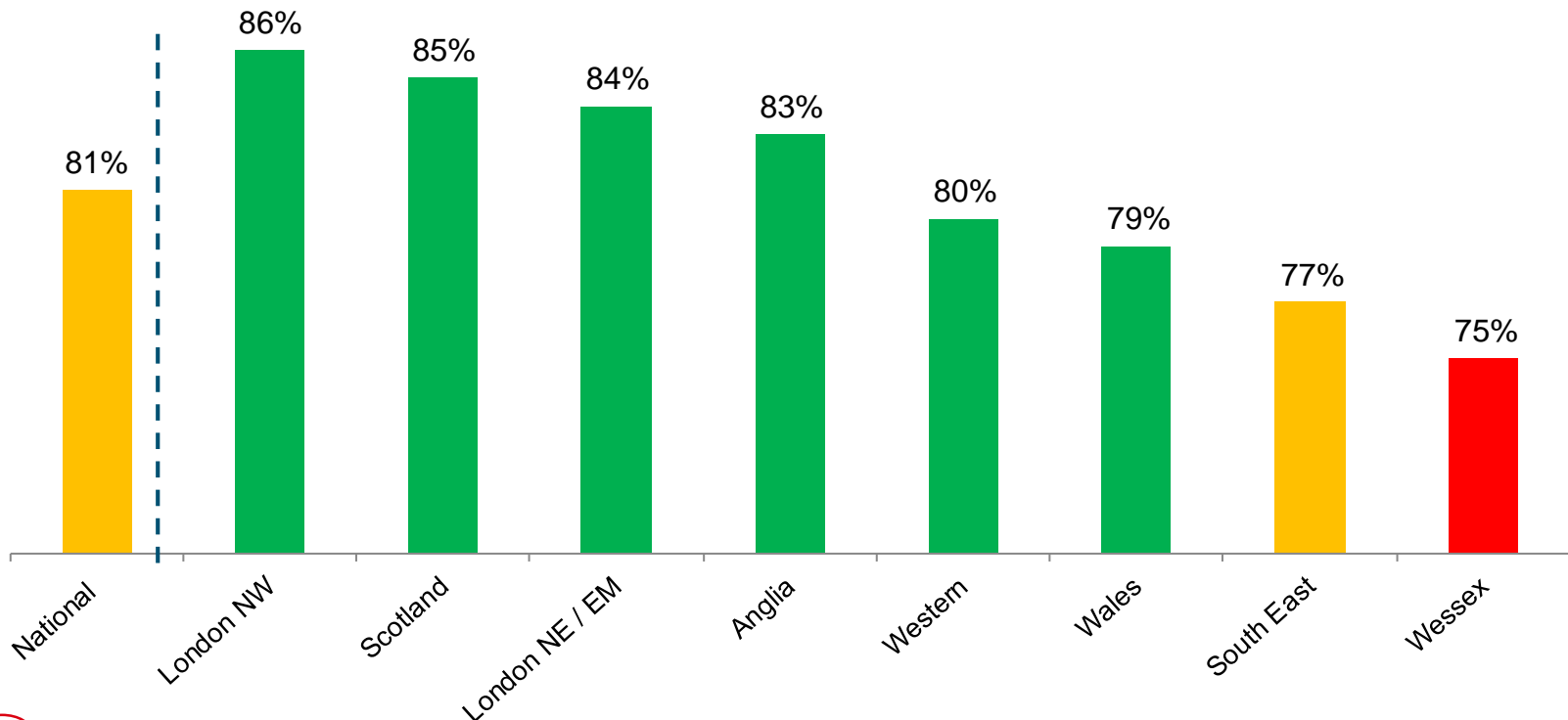
National Rail Passenger Survey - Network Rail routes

Overall journey satisfaction: nationally and at route level - Autumn 2017

Overall journey satisfaction has declined for five out of the eight routes when compared to Autumn 2016

Change: Autumn 2016 – Autumn 2017 (%)

0	-1	1	2	-1	-3	-4	4	-6
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 = Statistically significant change since Autumn 2016

Data is based on non-boosted NRPS, and is weighted to reflect journeys made on all franchised train operating companies