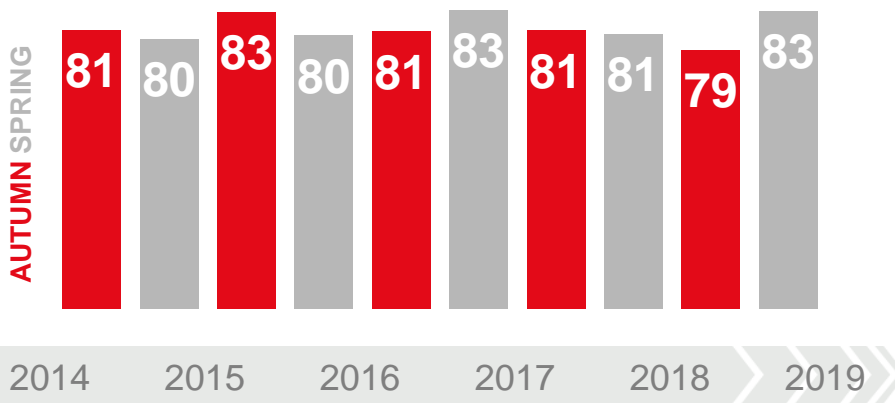


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

National SPRING 2019

This survey covers 28,238 National passengers

## OVERALL JOURNEY SATISFACTION



# 83%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# +3

vs Spring 2018



77%



80%



76%



85%

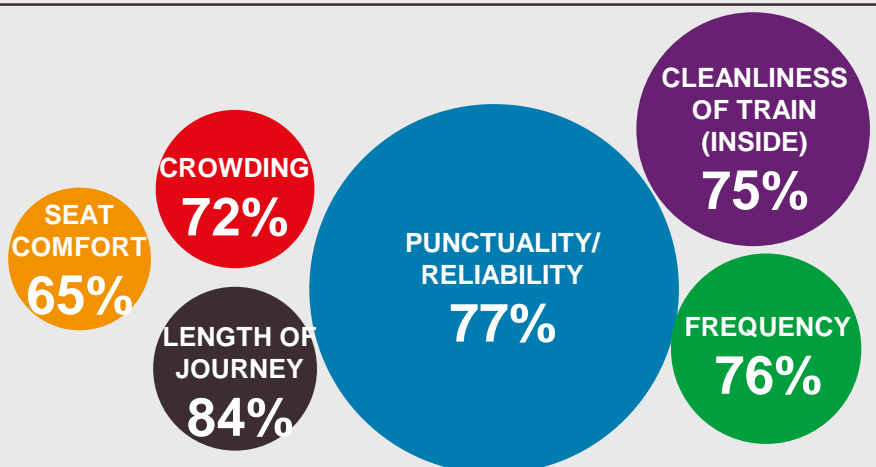


90%

## DRIVERS OF SATISFACTION

% SATISFIED

Some factors have a greater influence on whether a passenger is satisfied with the overall journey than others. The size of the circle denotes relative importance of the top six drivers of satisfaction, so the biggest is the most important driver.



## DRIVERS OF SATISFACTION OVER TIME



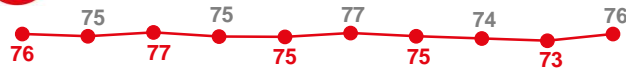
### PUNCTUALITY/RELIABILITY



### CLEANLINESS OF TRAIN (INSIDE)



### FREQUENCY



### LENGTH OF JOURNEY



### CROWDING



### SEAT COMFORT



### INFORMATION DURING JOURNEY



### SECURITY ON TRAIN



DRIVER IMPORTANCE

AUTUMN SPRING

←-----→  
2014 2015 2016 2017 2018 2019  
Displaying ranked importance where the key driver is greater than 3%



67



81



86

69

78

81

69

80

83

79

86

90

61

78

82

57

66

72

69

78

81

70

76

78