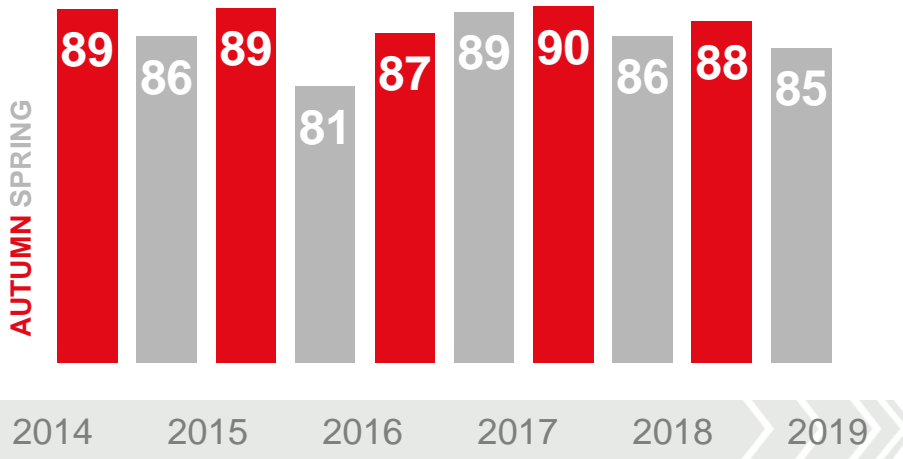


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

C2C SPRING 2019

This survey covers 1,113 C2C passengers

## OVERALL JOURNEY SATISFACTION



# 85%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# -1

vs Spring 2018



82%



78%



82%



94%

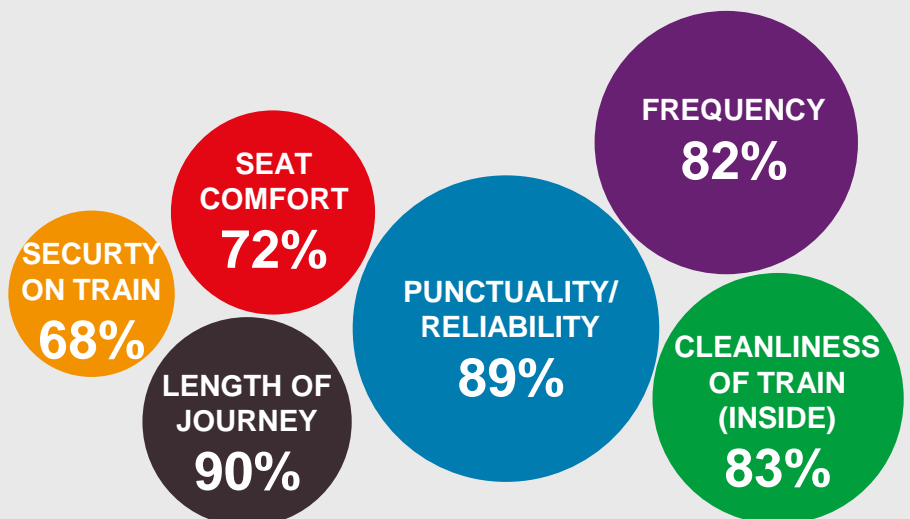


91%

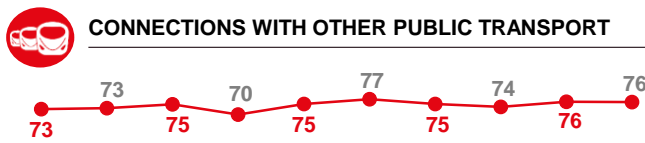
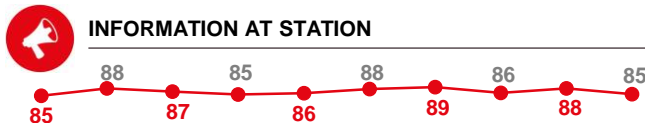
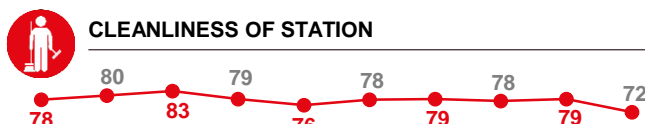
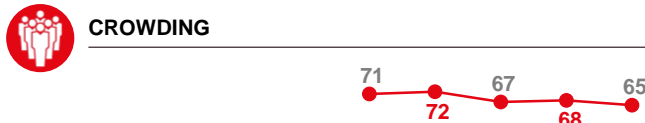
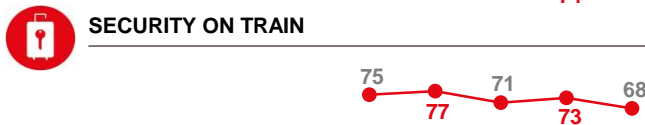
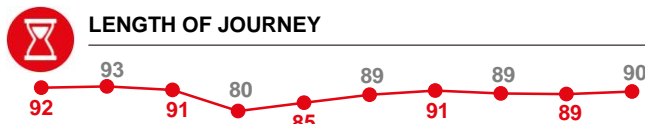
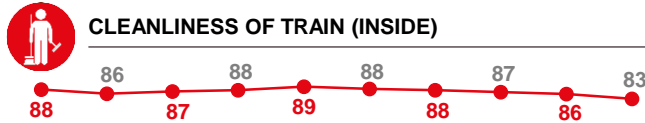
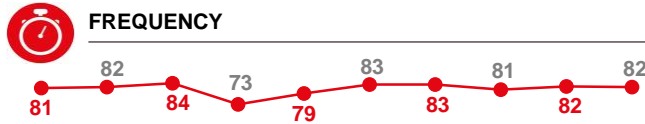
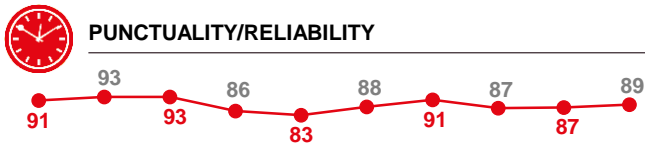
## DRIVERS OF SATISFACTION

% 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



87



97



91

79

98

86

82

89

86

88

100

92

68

76

80

67

73

71

58

86

79

70

76

77

83

92

89

75

74

78

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

Displaying ranked importance where the key driver is greater than 3%