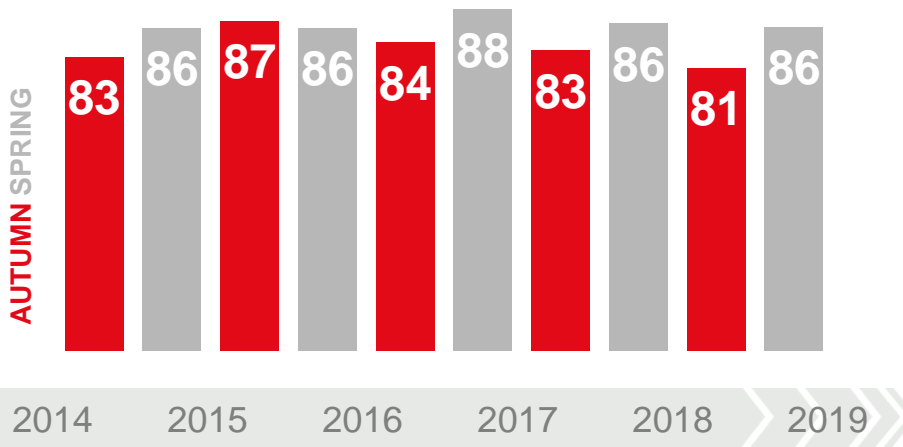


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

CrossCountry SPRING 2019

This survey covers 1,361 CrossCountry passengers

OVERALL JOURNEY SATISFACTION



86%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



80%



86%



77%



85%



89%

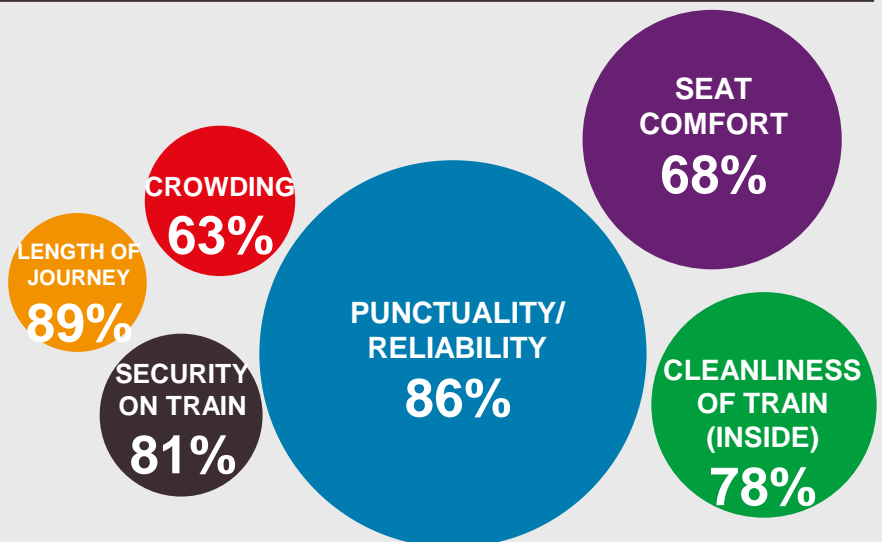
+/-0

vs Spring 2018

DRIVERS OF SATISFACTION

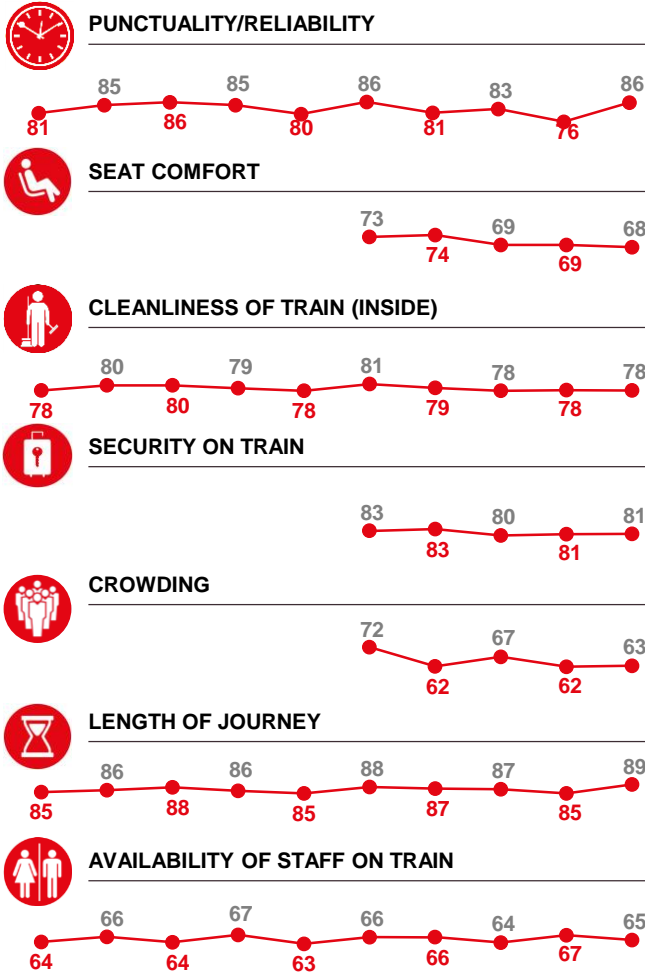
% SATISFIED

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

DRIVER IMPORTANCE



← 2014 2015 2016 2017 2018 2019 →

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



73

88

88

62

65

71

65

76

82

79

84

80

47

60

68

83

86

93

60

60

69

AUTUMN SPRING