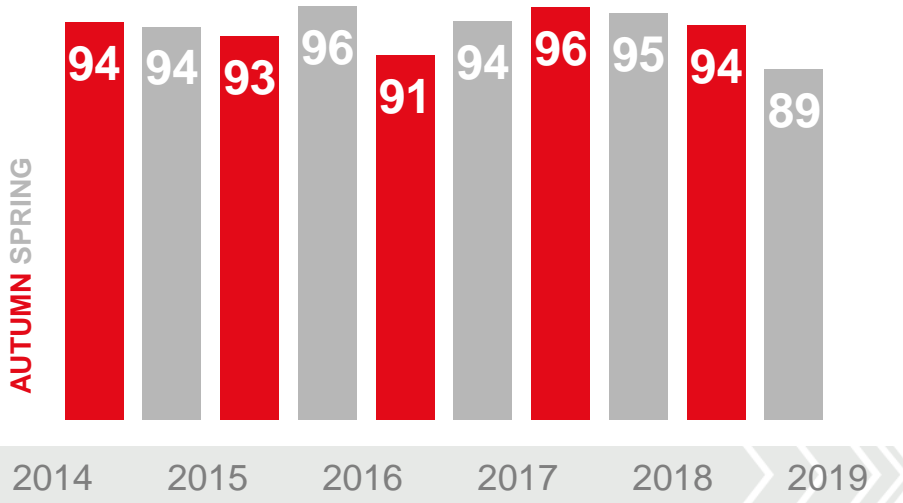


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Grand Central SPRING 2019

This survey covers 643 Grand Central passengers

OVERALL JOURNEY SATISFACTION



89%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



88%



84%



87%



90%



89%

-6

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.

SECURITY ON TRAIN
87%

SEAT COMFORT
79%

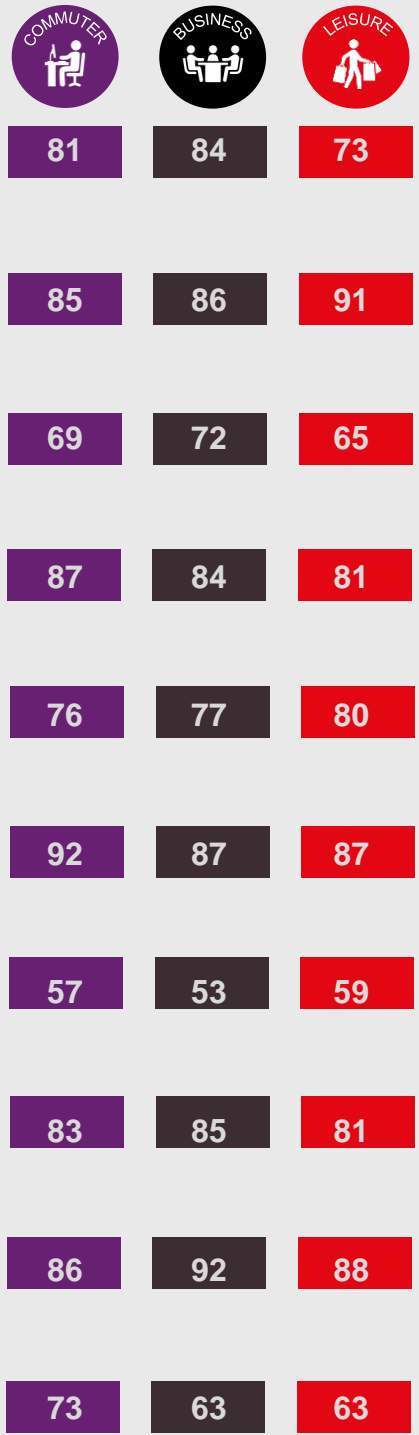
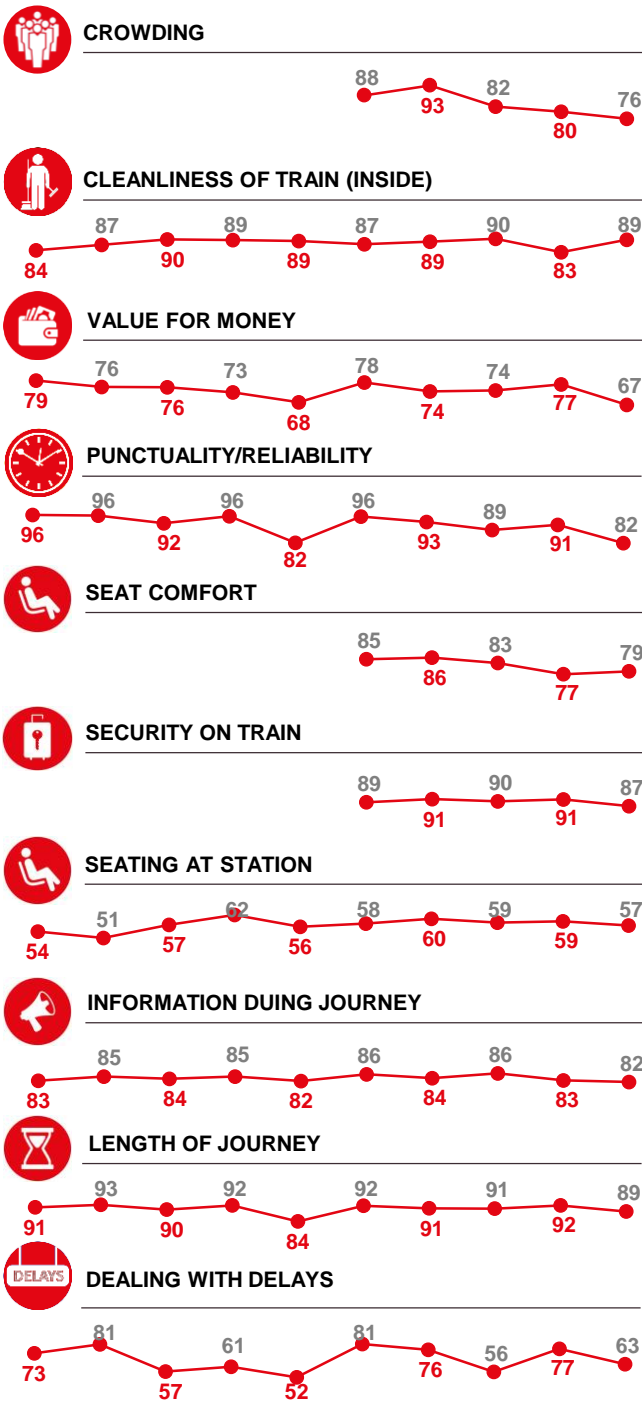
PUNCTUAL./RELIABILITY
82%

CROWDING
76%

CLEANLINESS OF TRAIN (INSIDE)
89%

VALUE FOR MONEY
67%

DRIVERS OF SATISFACTION OVER TIME



DRIVER IMPORTANCE

AUTUMN SPRING

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