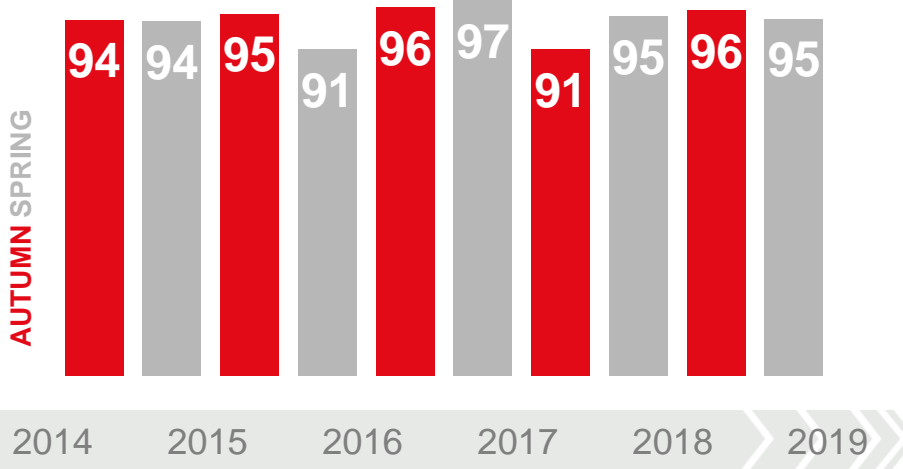


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Heathrow Express SPRING 2019

This survey covers 665 Heathrow Express passengers

OVERALL JOURNEY SATISFACTION



95%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

+/-0
vs Spring 2018



93%



92%



91%



93%

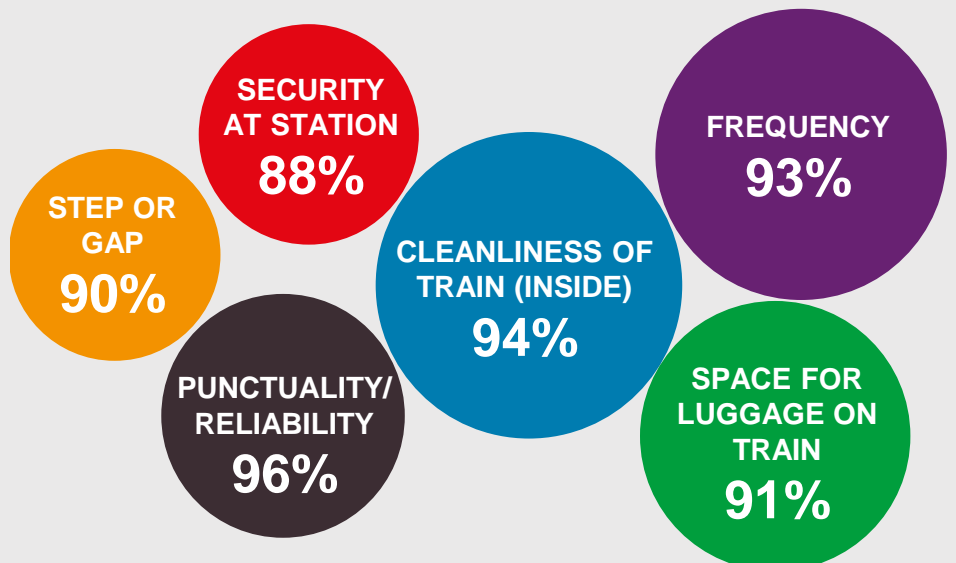


97%

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



CLEANLINESS OF TRAIN (INSIDE)



FREQUENCY



SPACE FOR LUGGAGE ON TRAIN



PUNCTUALITY/RELIABILITY



SECURITY AT STATION



STEP OR GAP



HELPFULNESS OF TRAIN STAFF



SHELTER FACILITY



REPAIR/UPKEEP OF TRAIN



DRIVER IMPORTANCE

AUTUMN SPRING



2014 2015 2016 2017 2018 2019

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



86

91

98

94

91

96

91

93

90

90

96

96

87

87

89

88

88

93

81

87

87

85

88

90

83

90

91