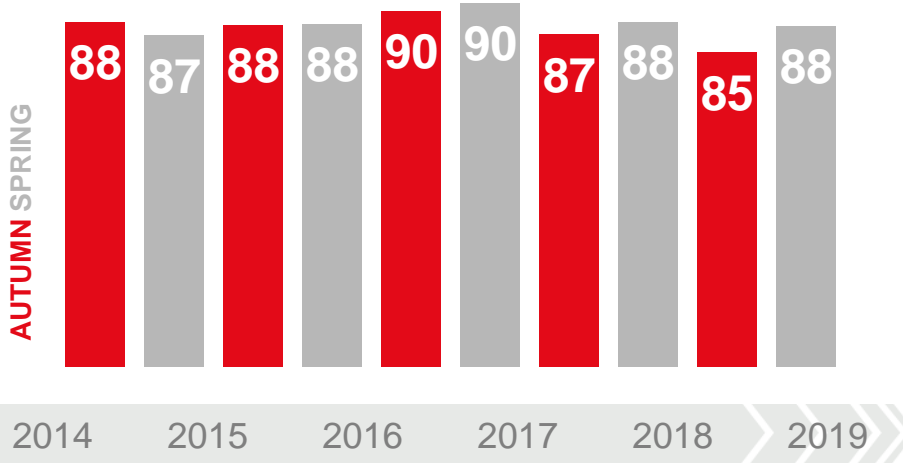


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

London Overground SPRING 2019

This survey covers 1,902 London Overground passengers

OVERALL JOURNEY SATISFACTION



88%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

+/-0
vs Spring 2018



82%



80%



84%



92%



94%

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.

CROWDING
72%

INFO. DURING JOURNEY
79%

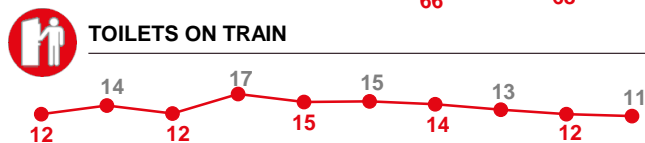
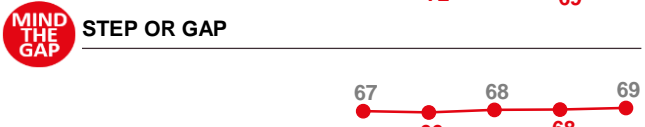
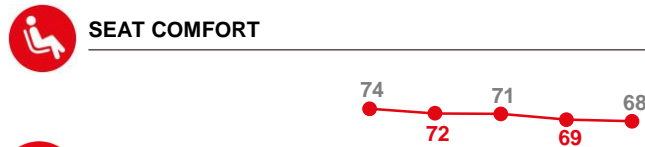
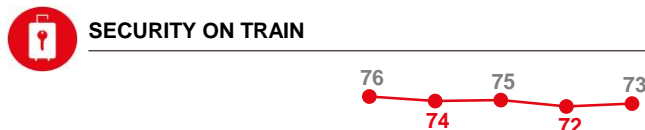
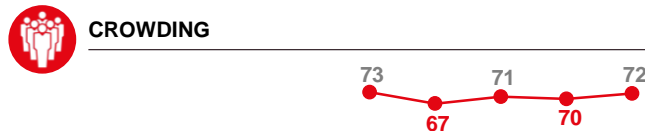
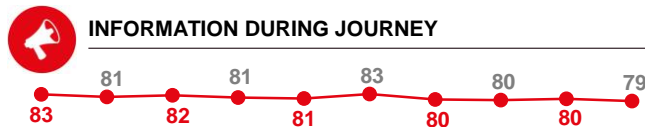
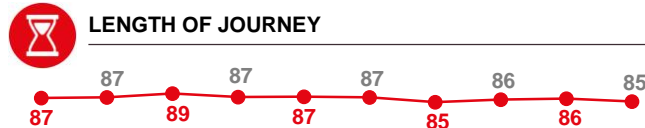
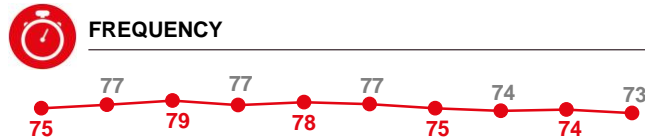
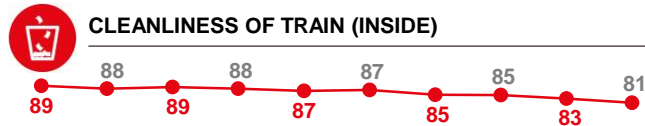
LENGTH OF JOURNEY
85%

PUNCTUALITY/RELIABILITY
78%

CLEANLINESS OF TRAIN (INSIDE)
81%

FREQUENCY
73%

DRIVERS OF SATISFACTION OVER TIME



72



86



87

78

79

86

69

78

79

81

88

91

76

82

84

63

84

86

71

75

76

66

59

71

68

70

70

10

16

14

DRIVER IMPORTANCE

AUTUMN SPRING

←-----→
2014 2015 2016 2017 2018 2019

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