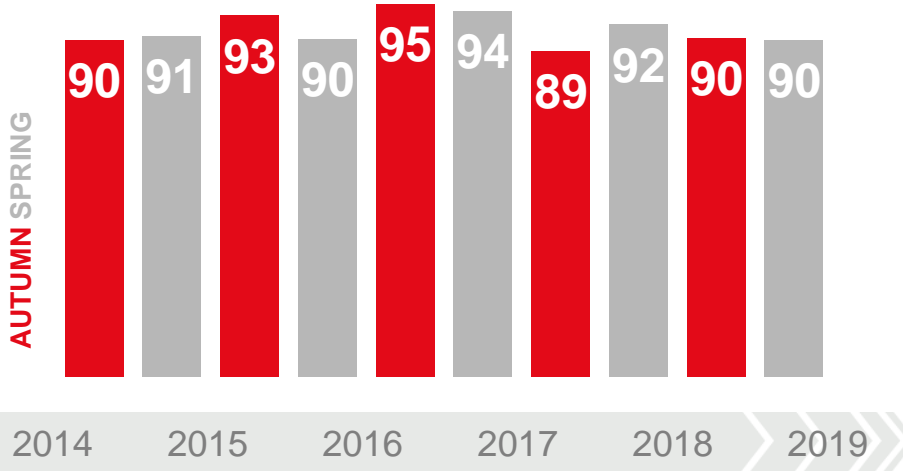


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Merseyrail SPRING 2019

This survey covers 804 Merseyrail passengers

OVERALL JOURNEY SATISFACTION



90%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

-2

vs Spring 2018



80%



87%



83%



97%

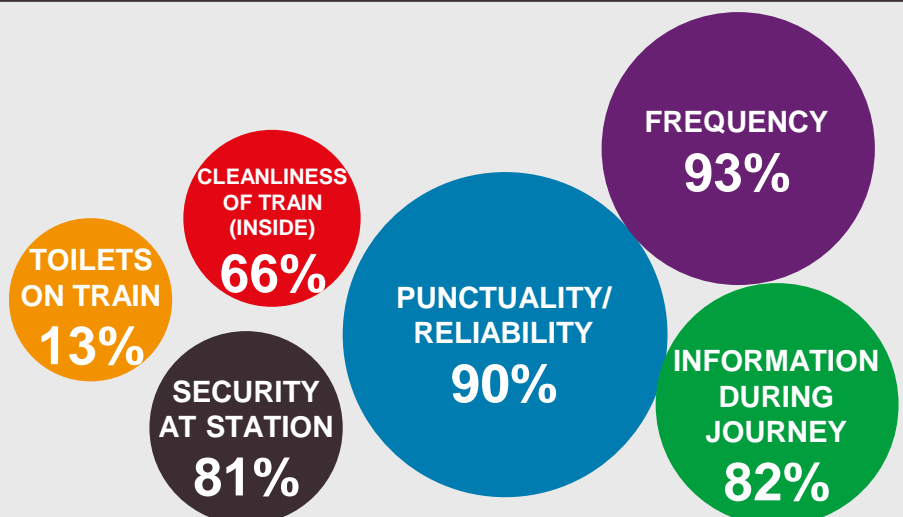


95%

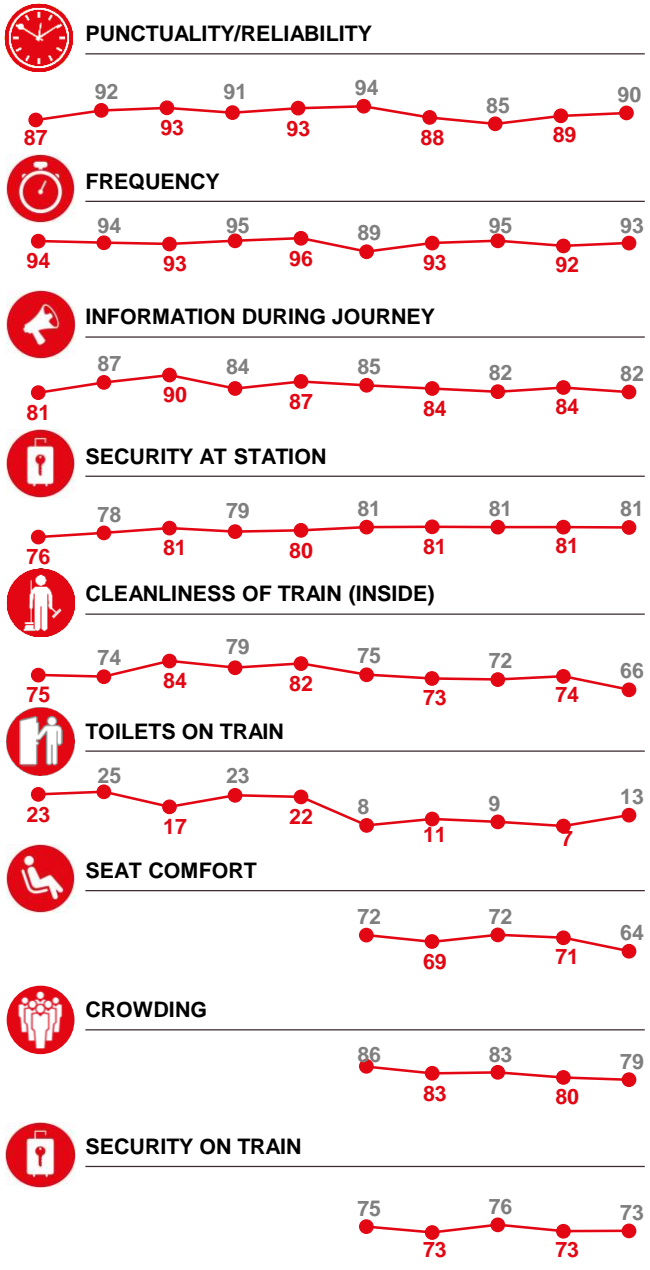
DRIVERS OF SATISFACTION

% SATISFIED

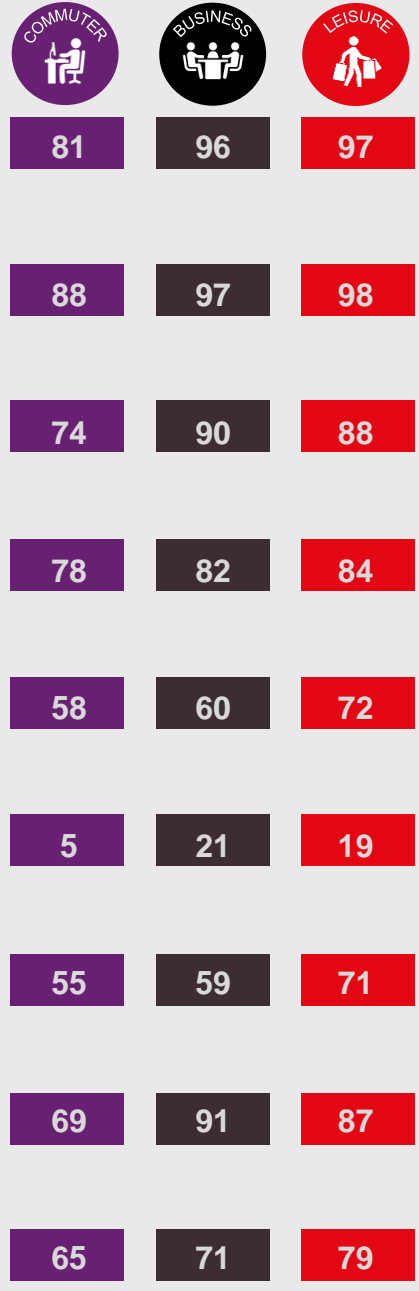
Some factors have a greater influence on whether a passenger is satisfied with the overall journey than others. The size of the circle denotes relative importance of the top six drivers of satisfaction, so the biggest is the most important driver.



DRIVERS OF SATISFACTION OVER TIME



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



DRIVER IMPORTANCE

AUTUMN SPRING