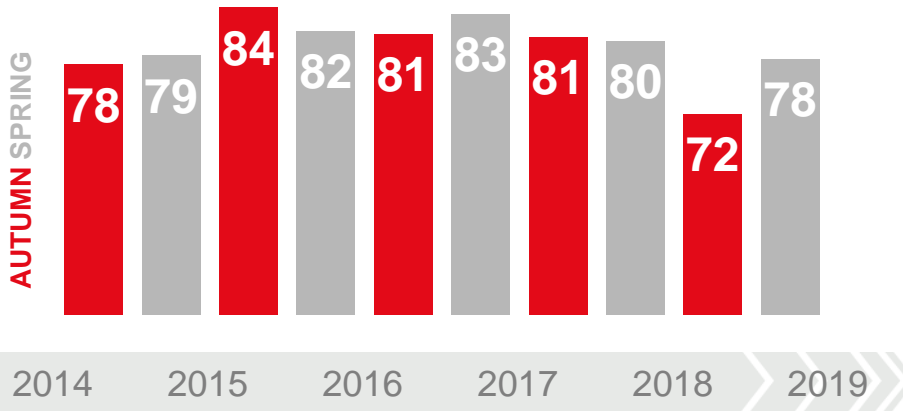


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Northern SPRING 2019

This survey covers 1,514 Northern passengers

## OVERALL JOURNEY SATISFACTION



# 78%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# -2

vs Spring 2018



66%



79%



65%



77%

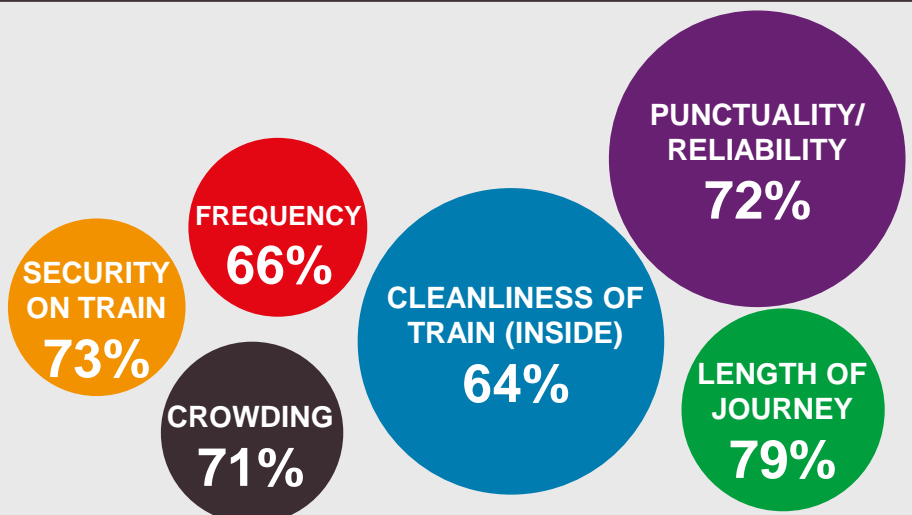


88%

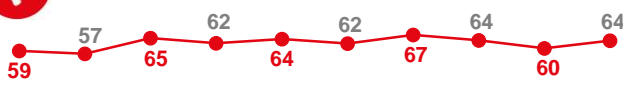
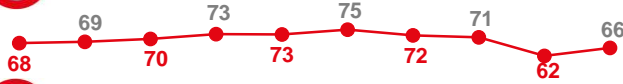
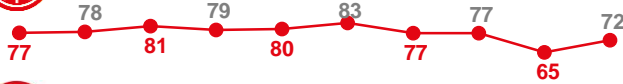
## DRIVERS OF SATISFACTION

% 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



52

63

73

55

83

83

71

76

86

56

65

82

55

58

75

67

68

79

67

68

72

53

59

72