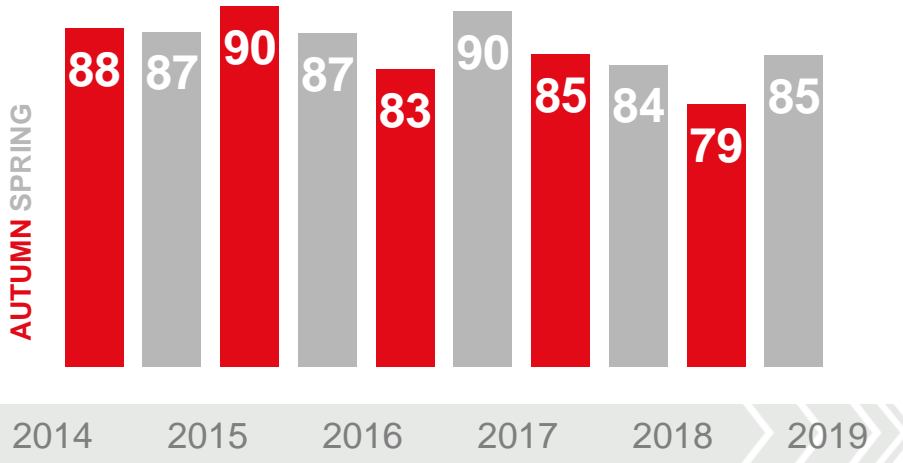


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

ScotRail SPRING 2019

This survey covers 1,537 ScotRail passengers

## OVERALL JOURNEY SATISFACTION



# 85%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# +1

vs Spring 2018



82%



78%



78%



94%

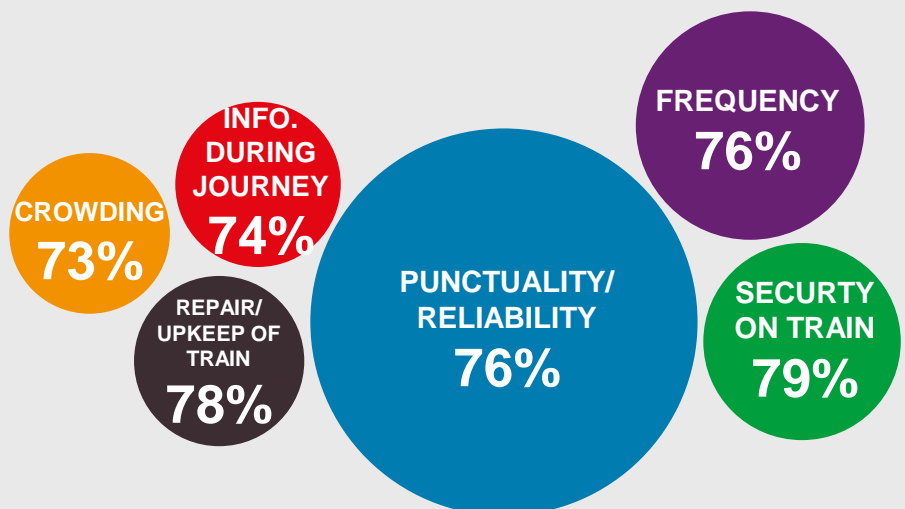


87%

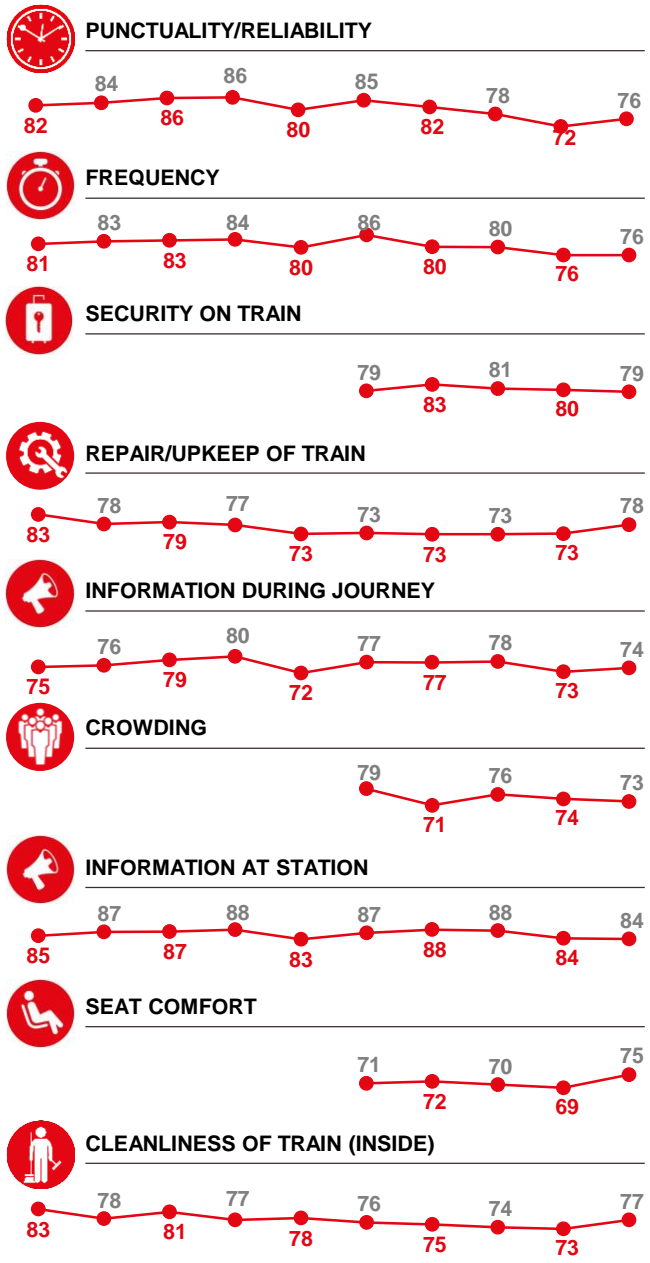
## DRIVERS OF SATISFACTION

% 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%



Segment	2014	2015	2016	2017	2018	2019
<b>COMMUTER</b>	65	69	78	69	69	62
<b>BUSINESS</b>	87	83	83	83	87	80
<b>LEISURE</b>	81	79	79	81	82	80
<b>AUTUMN</b>	72	70	74	71	73	70
<b>SPRING</b>	75	78	78	77	78	85
<b>SEASONAL</b>	78	79	80	79	84	82

DRIVER IMPORTANCE

AUTUMN SPRING