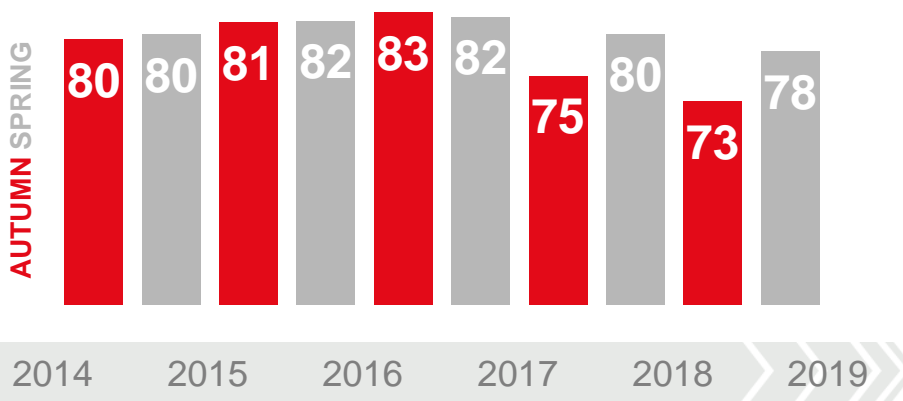


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

South Western Railway SPRING 2019

This survey covers 2,216 South Western Railway passengers

## OVERALL JOURNEY SATISFACTION



# 78%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# -2

vs Spring 2018



75%



74%



72%



82%

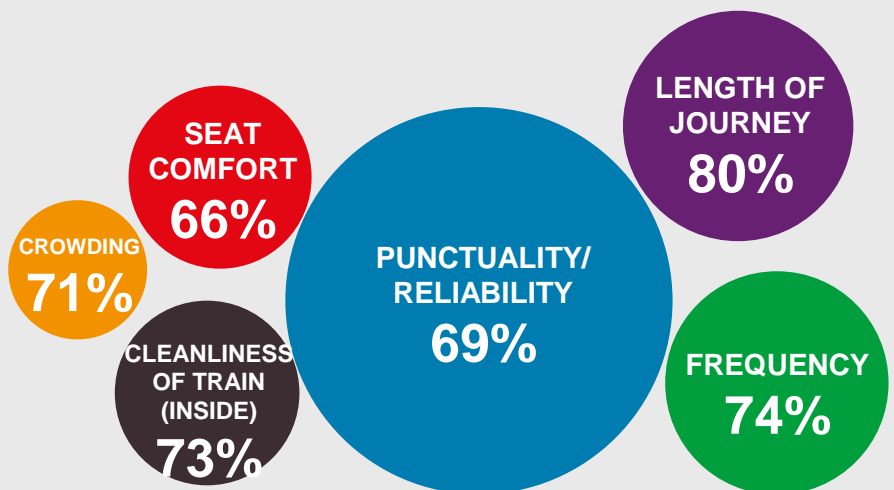


86%

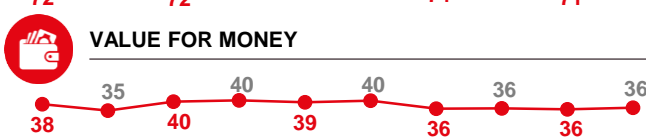
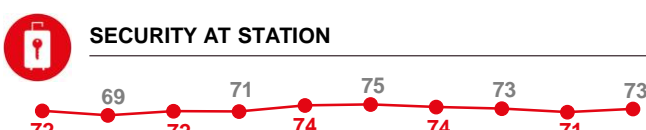
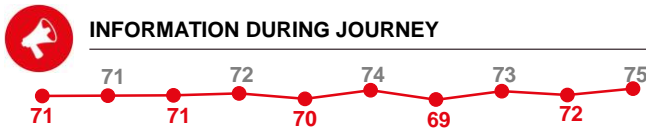
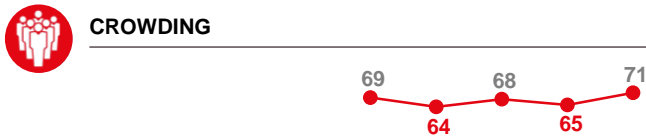
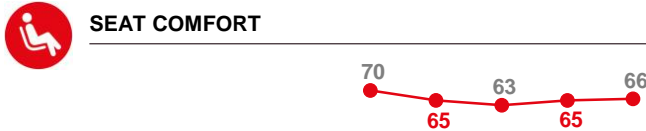
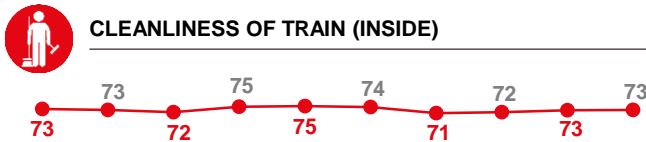
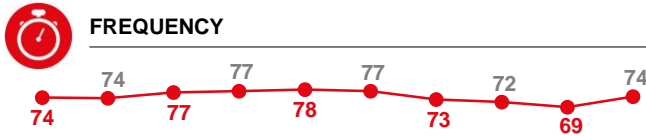
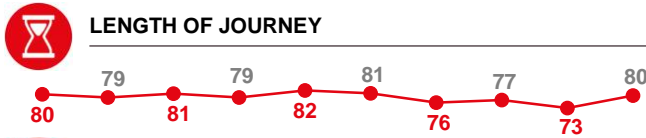
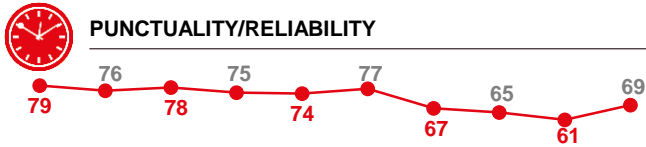
## DRIVERS OF SATISFACTION

% 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



58



78



83

75

83

86

67

83

82

67

74

82

61

65

74

62

75

85

68

81

82

70

79

75

24

44

56

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

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