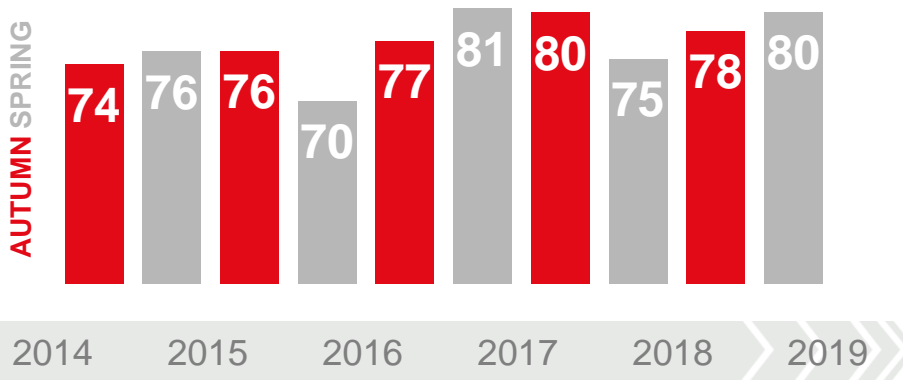


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Southeastern SPRING 2019

This survey covers 1,658 Southeastern passengers

OVERALL JOURNEY SATISFACTION



80%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



73%



80%



72%



85%



89%

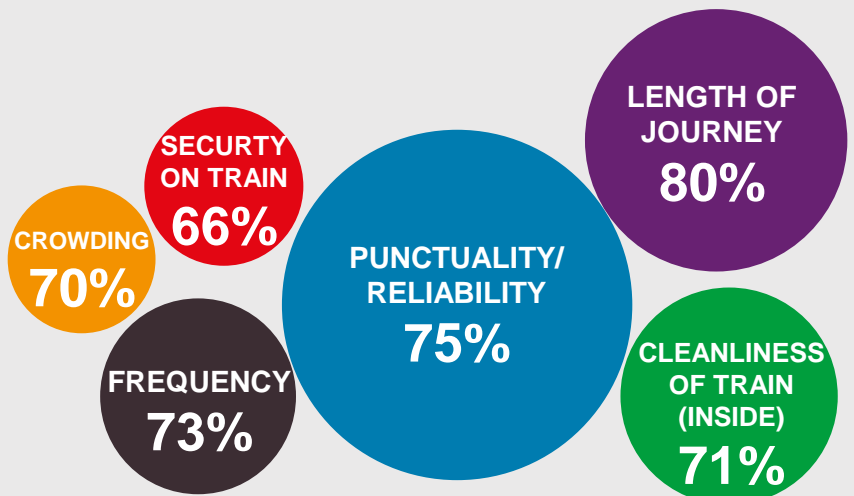
+5

vs Spring 2018

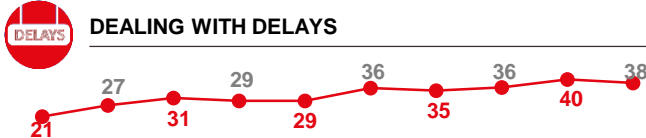
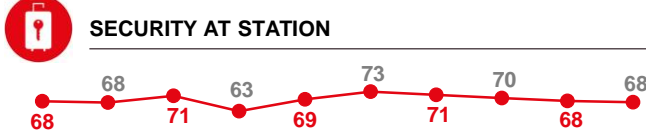
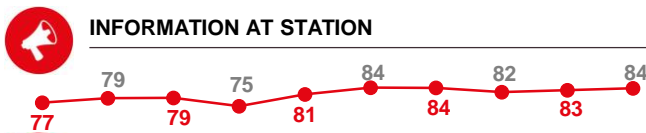
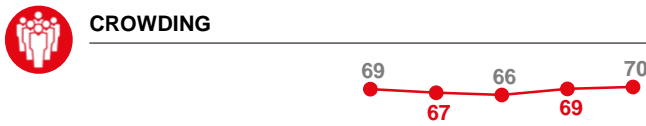
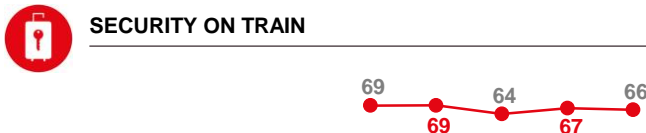
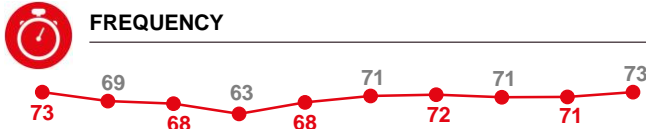
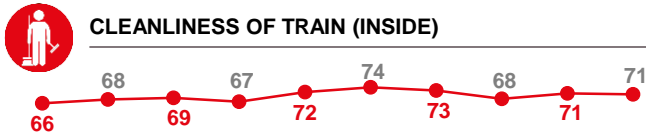
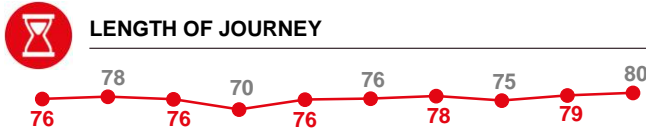
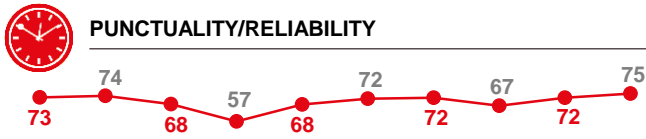
DRIVERS OF SATISFACTION

% 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



DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

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