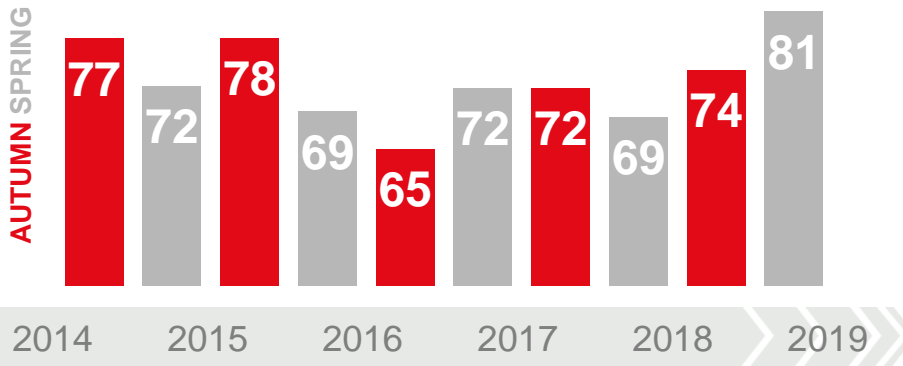


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Southern SPRING 2019

This survey covers 1,616 Southern passengers

## OVERALL JOURNEY SATISFACTION



# 81%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



73%



78%



75%



78%



89%

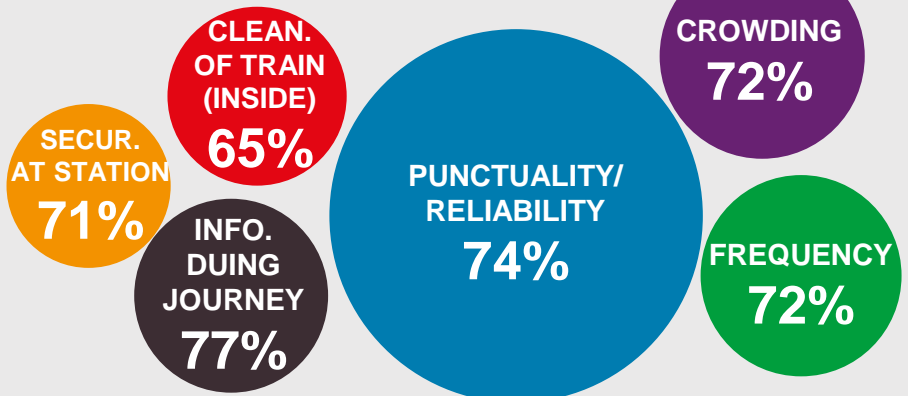
# +12

vs Spring 2018

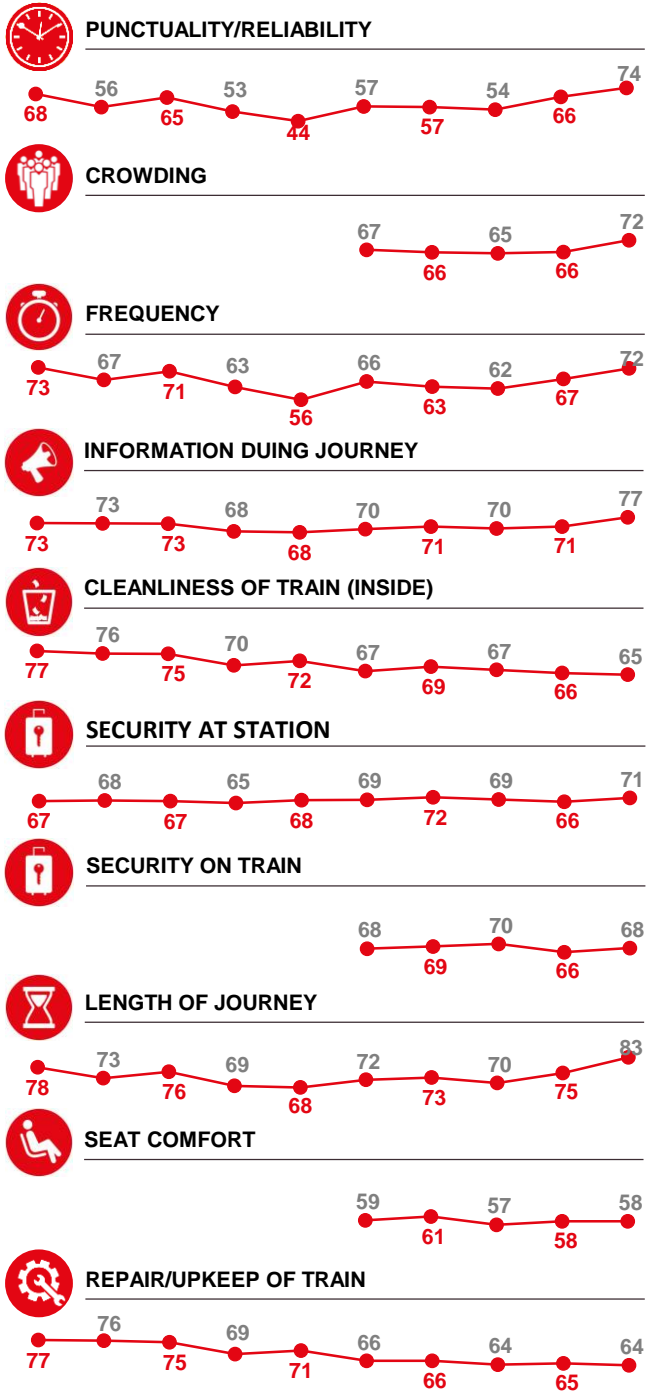
## DRIVERS OF SATISFACTION

% 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



COMMUTER	BUSINESS	LEISURE
66	77	83
63	76	83
67	76	79
71	76	85
58	70	73
70	72	72
65	66	74
82	83	85
52	63	66
59	64	71

DRIVER IMPORTANCE

AUTUMN SPRING

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