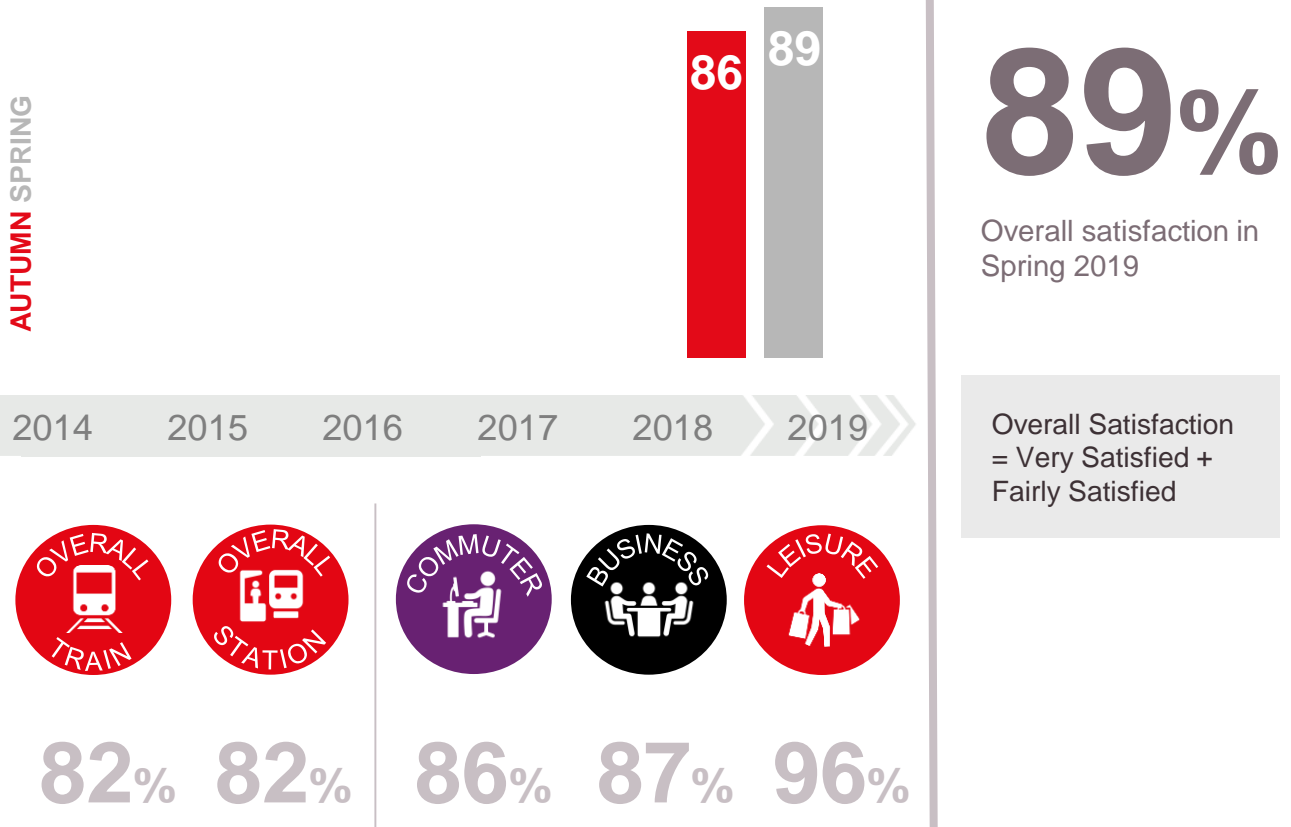


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

TfL Rail SPRING 2019

This survey covers 1,066 TfL Rail passengers

OVERALL JOURNEY SATISFACTION

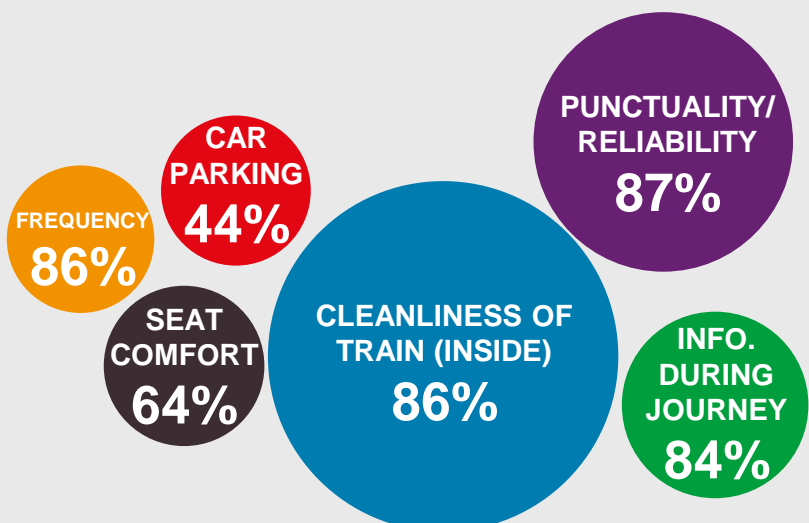


TfL Rail includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018. As TOC boundary significantly changed there is no comparison with previous waves

DRIVERS OF SATISFACTION

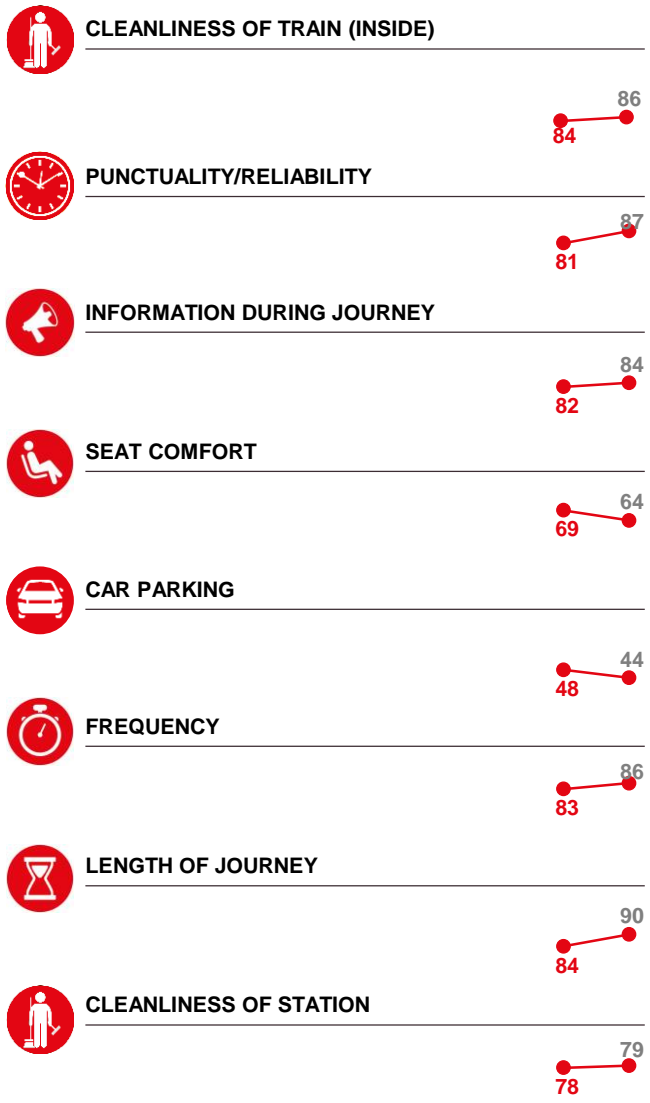
% SATISFIED

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



← 2014 2015 2016 2017 2018 2019 →

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

AUTUMN SPRING



Commuter	Business	Leisure
84	82	91
84	89	92
82	85	87
59	62	73
40	80	50
82	87	92
87	86	96
76	84	83