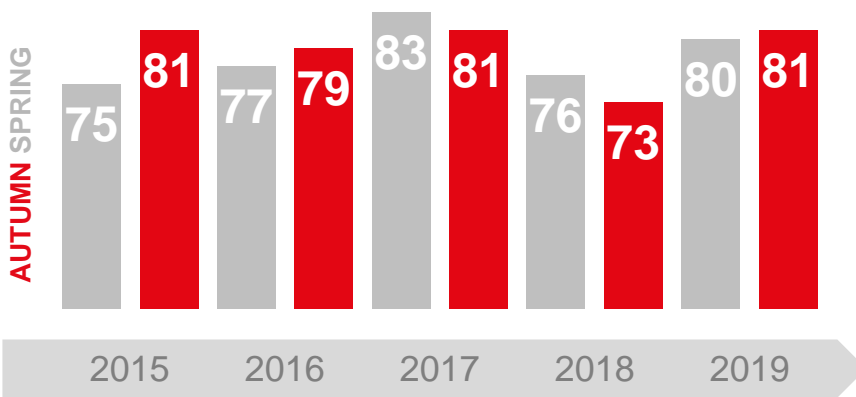


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Greater Anglia Autumn 2019

This survey covers 1,326 Greater Anglia passengers

OVERALL JOURNEY SATISFACTION



81%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



73%



82%



73%



84%



90%

+8

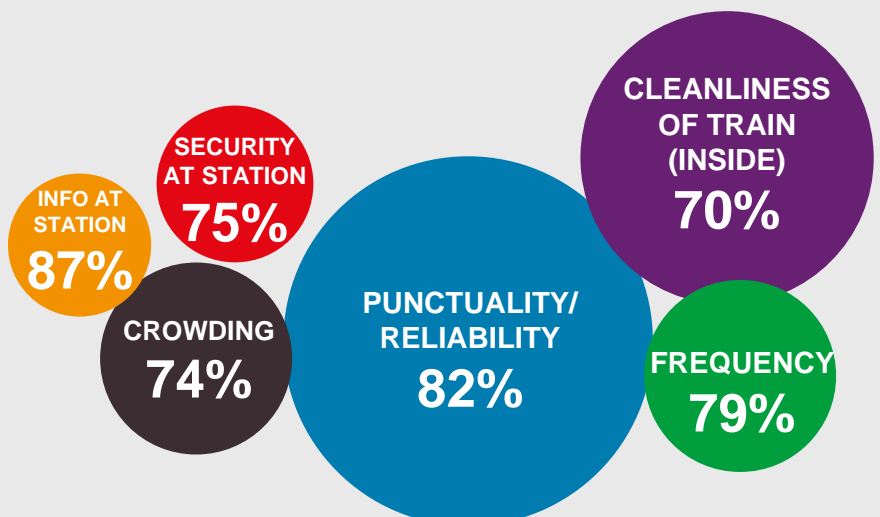
vs Autumn 2018

Note: Compared to Autumn 18, percentages in green show significant improvements in satisfaction, whilst percentages in red show significant declines in satisfaction.

DRIVERS OF SATISFACTION

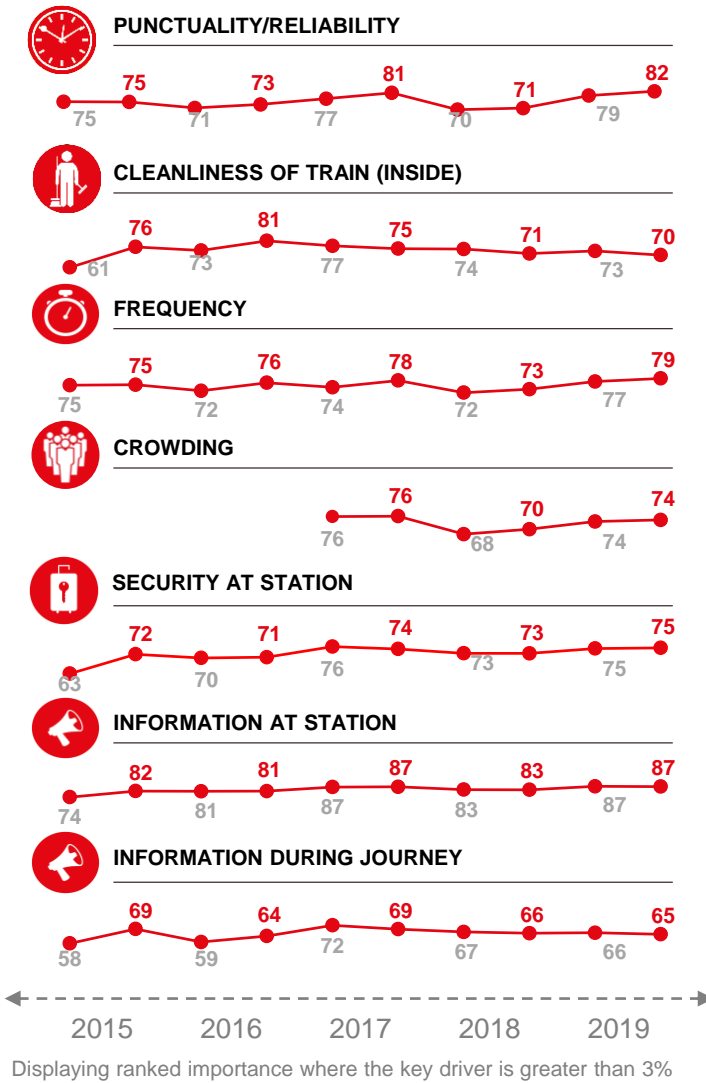
% SATISFIED

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

KEY DRIVERS OF SATISFACTION



75

80

92

61

74

79

72

83

85

63

83

83

72

75

79

83

88

92

54

71

76

AUTUMN SPRING