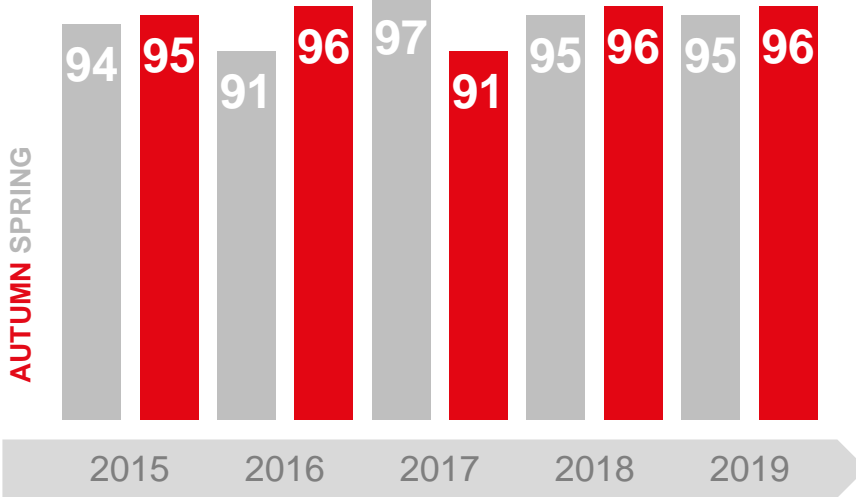


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Heathrow Express Autumn 2019

This survey covers 783 Heathrow Express passengers

OVERALL JOURNEY SATISFACTION



96%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

No change
vs Autumn 2018



96%



92%



93%



95%



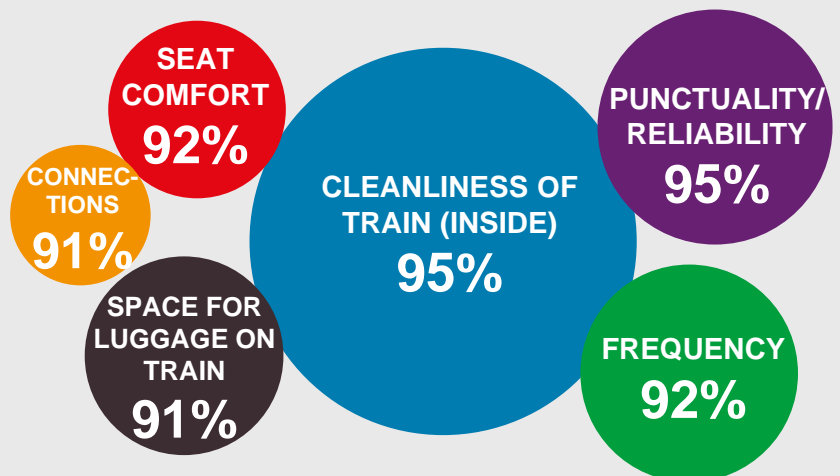
97%

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

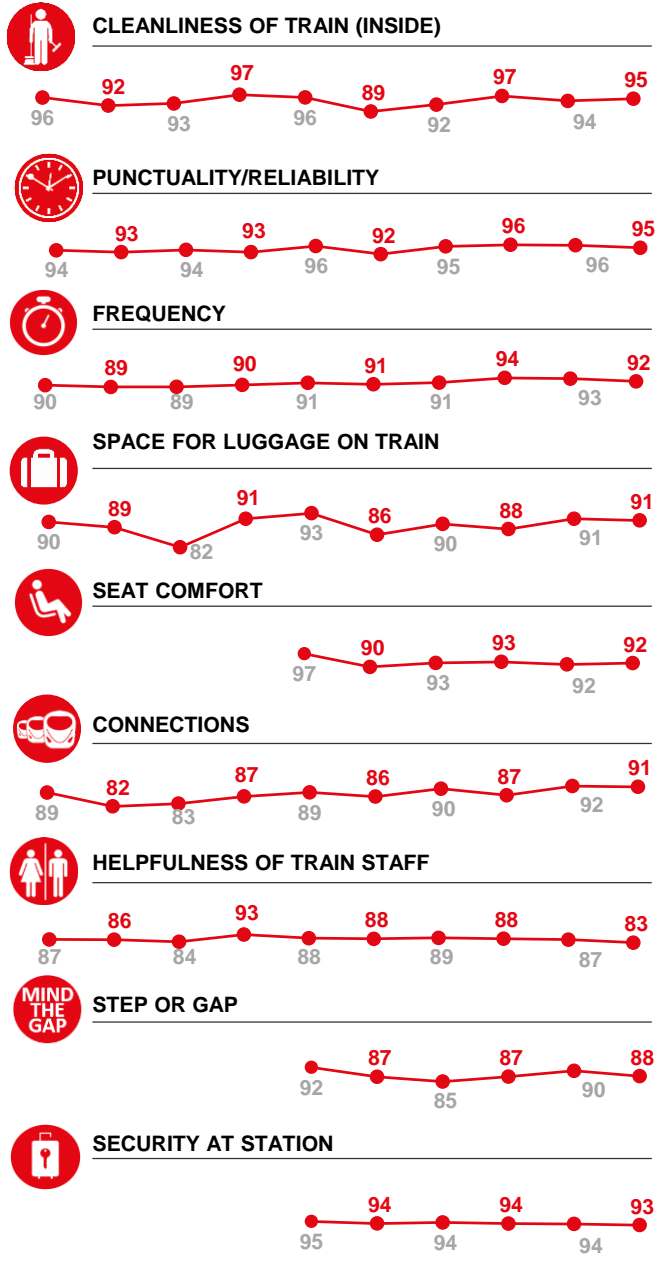
% SATISFIED

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



AUTUMN SPRING

← 2015 2016 2017 2018 2019 →

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