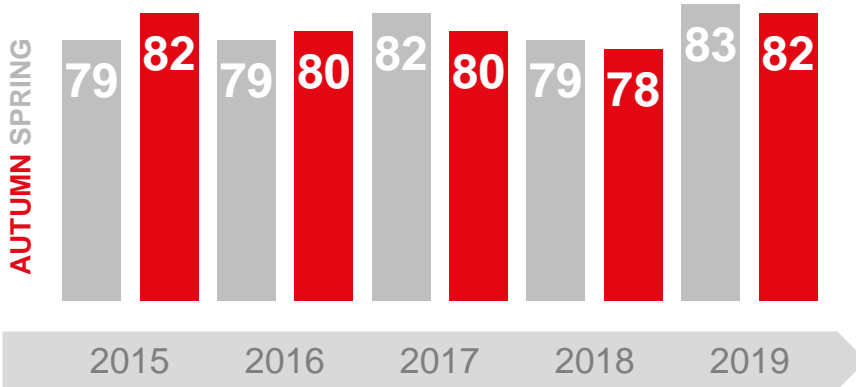


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

London & South East Autumn 2019

This survey covers 16,701 London & South East passengers

## OVERALL JOURNEY SATISFACTION



# 82%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



78%



80%



75%



85%



89%

# +3

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.

SEAT COMFORT  
63%

INFO. DURING JOURNEY  
76%

CLEANLINESS OF TRAIN (INSIDE)  
77%

LENGTH OF JOURNEY  
82%

PUNCTUALITY/RELIABILITY  
74%

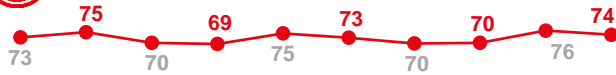
FREQUENCY  
76%

## DRIVERS OF SATISFACTION OVER TIME

KEY DRIVERS OF SATISFACTION



### PUNCTUALITY/RELIABILITY



### CLEANLINESS OF TRAIN (INSIDE)



### FREQUENCY



### LENGTH OF JOURNEY



### INFORMATION DURING JOURNEY



### SEAT COMFORT



### CROWDING



### SECURITY ON TRAIN



66



80



83

72

79

84

69

83

83

78

84

89

71

76

83

57

63

71

61

81

81

69

76

77

AUTUMN SPRING



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