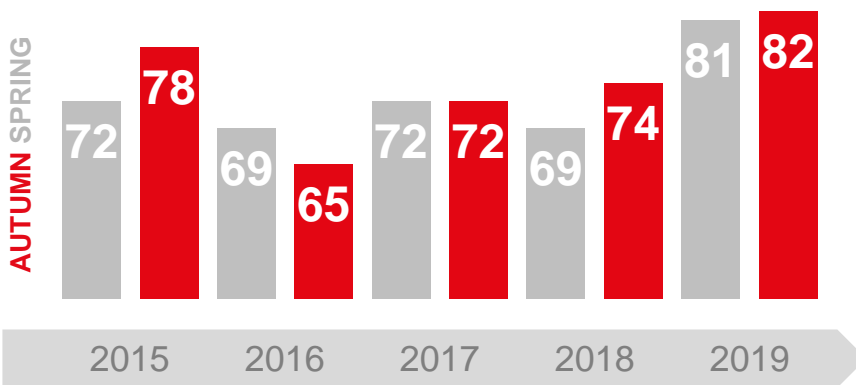


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Southern Autumn 2019

This survey covers 1,405 Southern passengers

## OVERALL JOURNEY SATISFACTION



# 82%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



75%



80%



77%



79%



89%

# +8

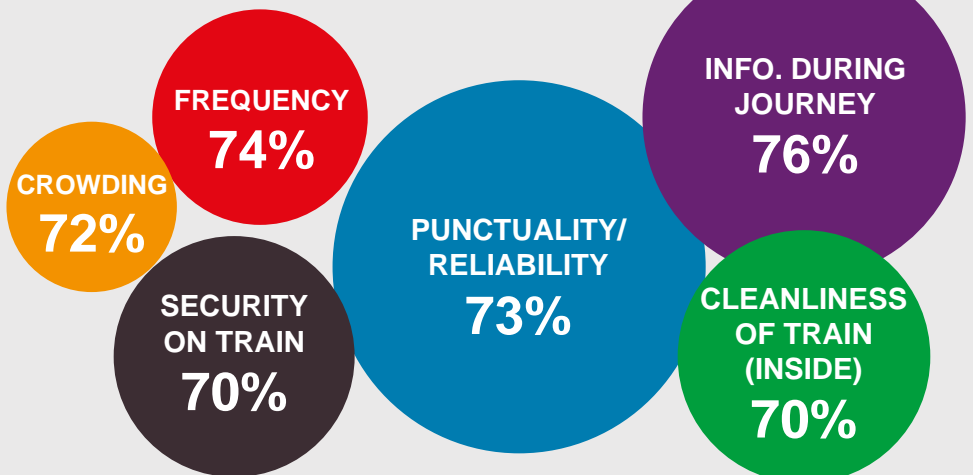
vs Autumn 2018

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

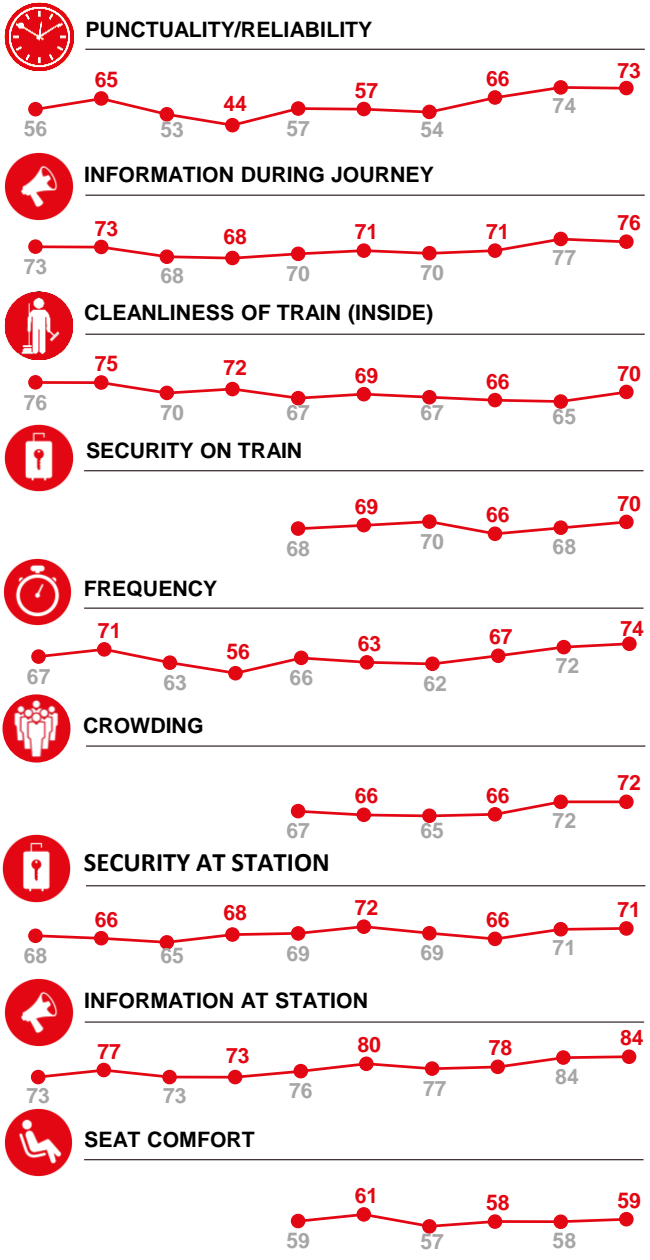
% SATISFIED

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



← 2015 2016 2017 2018 2019 →

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

	COMMUTER	BUSINESS	LEISURE
PUNCTUALITY/RELIABILITY	66	67	84
INFORMATION DURING JOURNEY	71	71	83
CLEANLINESS OF TRAIN (INSIDE)	65	72	77
SECURITY ON TRAIN	66	75	75
FREQUENCY	68	77	82
CROWDING	66	80	79
SECURITY AT STATION	68	77	75
INFORMATION AT STATION	81	84	88
SEAT COMFORT	54	58	66

AUTUMN SPRING