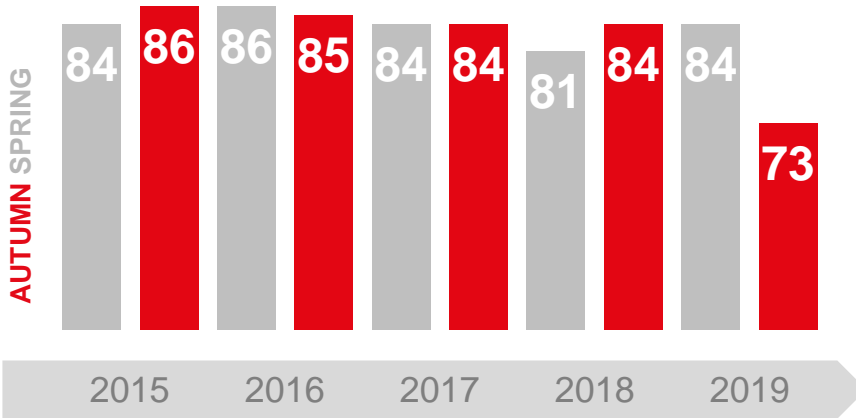


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

West Midlands Trains Autumn 2019

This survey covers 1,013 West Midlands Trains passengers

OVERALL JOURNEY SATISFACTION



73%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

-11

vs Autumn 2018



70%



77%



64%



71%



82%

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.

SECURITY AT STATION
73%

CLEANLINESS OF TRAIN (INSIDE)
74%

CROWDING
65%

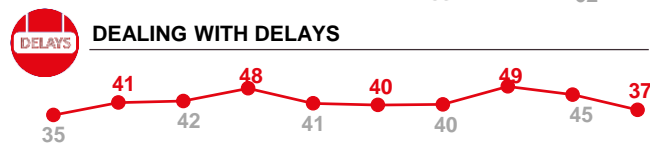
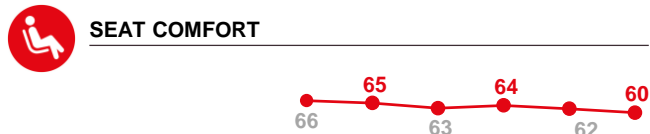
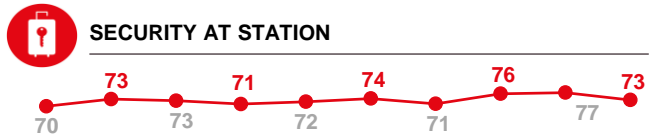
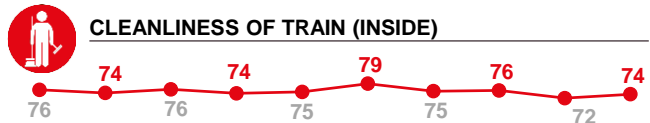
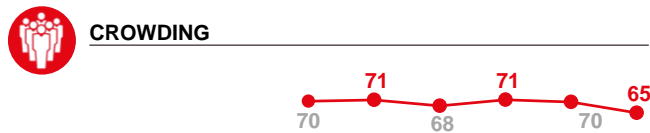
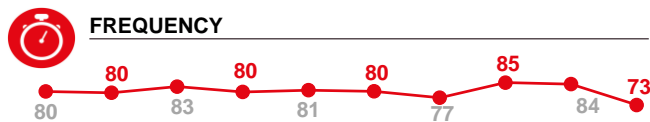
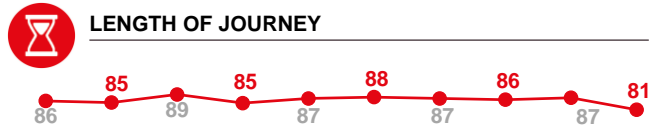
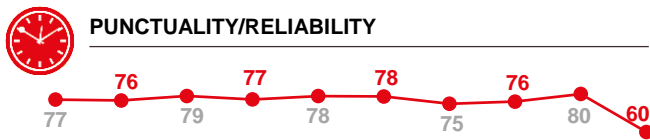
PUNCTUALITY/RELIABILITY
60%

LENGTH OF JOURNEY
81%

FREQUENCY
73%

DRIVERS OF SATISFACTION OVER TIME

KEY DRIVERS OF SATISFACTION



47



60



72

76

78

86

64

75

81

56

70

70

69

64

81

69

75

76

57

47

67

28

51

44

AUTUMN SPRING

← 2015 2016 2017 2018 2019 →

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