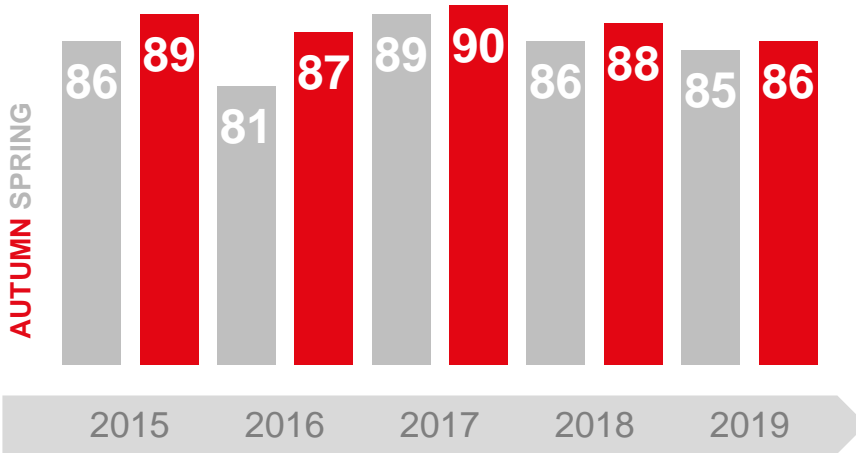


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

c2c Autumn 2019

This survey covers 979 c2c passengers

## OVERALL JOURNEY SATISFACTION



# 86%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# -2

vs Autumn 2018



82%



73%



83%



96%



93%

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  
67%

INFO. DURING JOURNEY  
80%

SEAT COMFORT  
73%

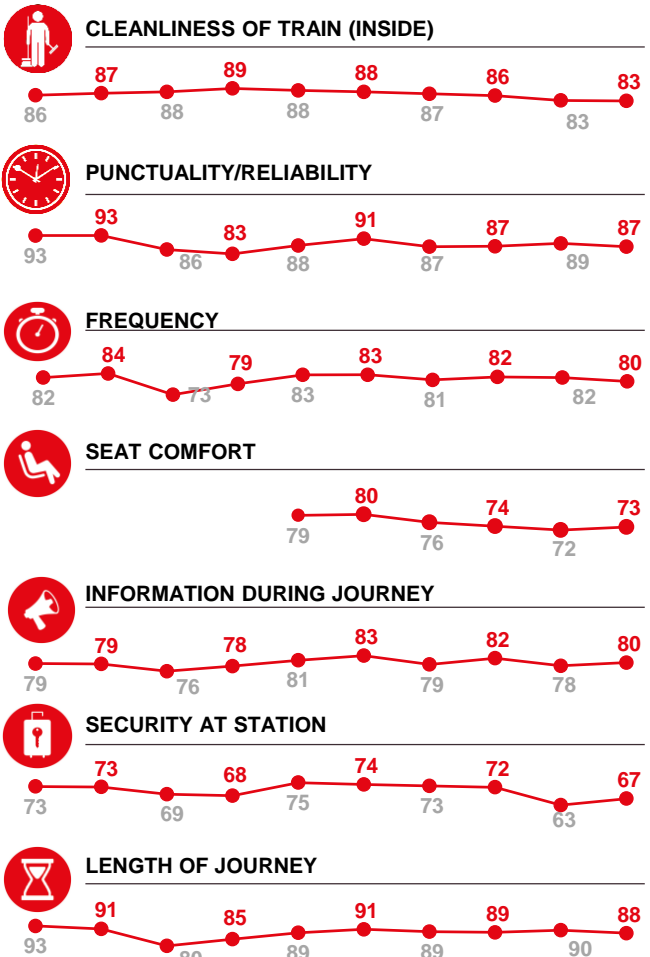
CLEANLINESS OF TRAIN (INSIDE)  
83%

PUNCTUALITY/RELIABILITY  
87%

FREQUENCY  
80%

## DRIVERS OF SATISFACTION OVER TIME

KEY DRIVERS OF SATISFACTION



AUTUMN SPRING



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

COMMUTER	BUSINESS	LEISURE
80	93	89
84	93	93
77	83	86
72	66	77
78	87	84
66	67	69
86	92	93