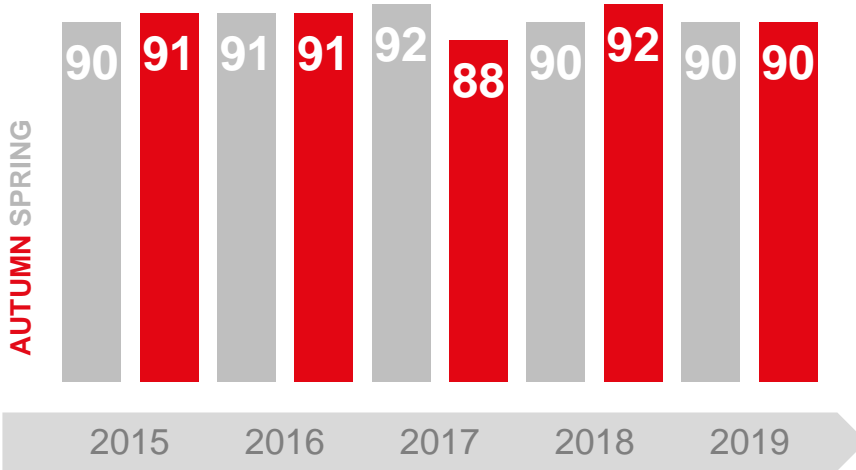


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Chiltern Railways Autumn 2019

This survey covers 1,104 Chiltern Railways passengers

## OVERALL JOURNEY SATISFACTION



# 90%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

# -2

vs Autumn 2018



86%



89%



87%



91%



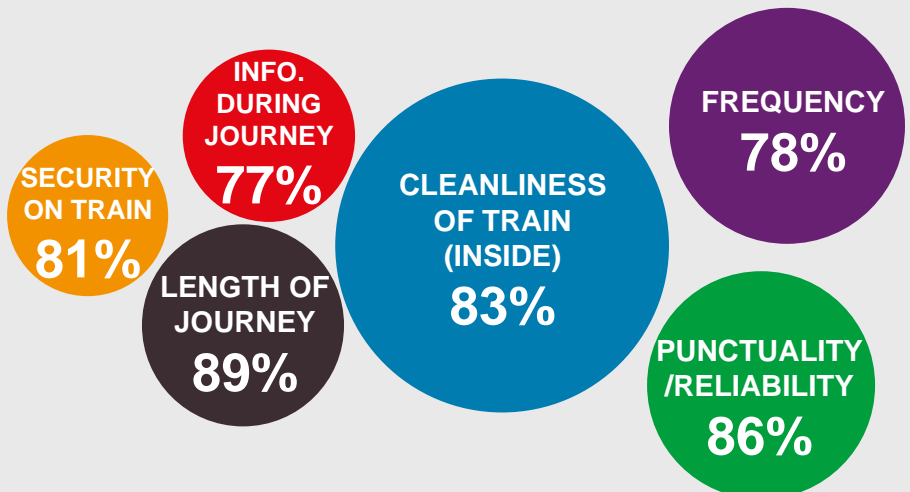
93%

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

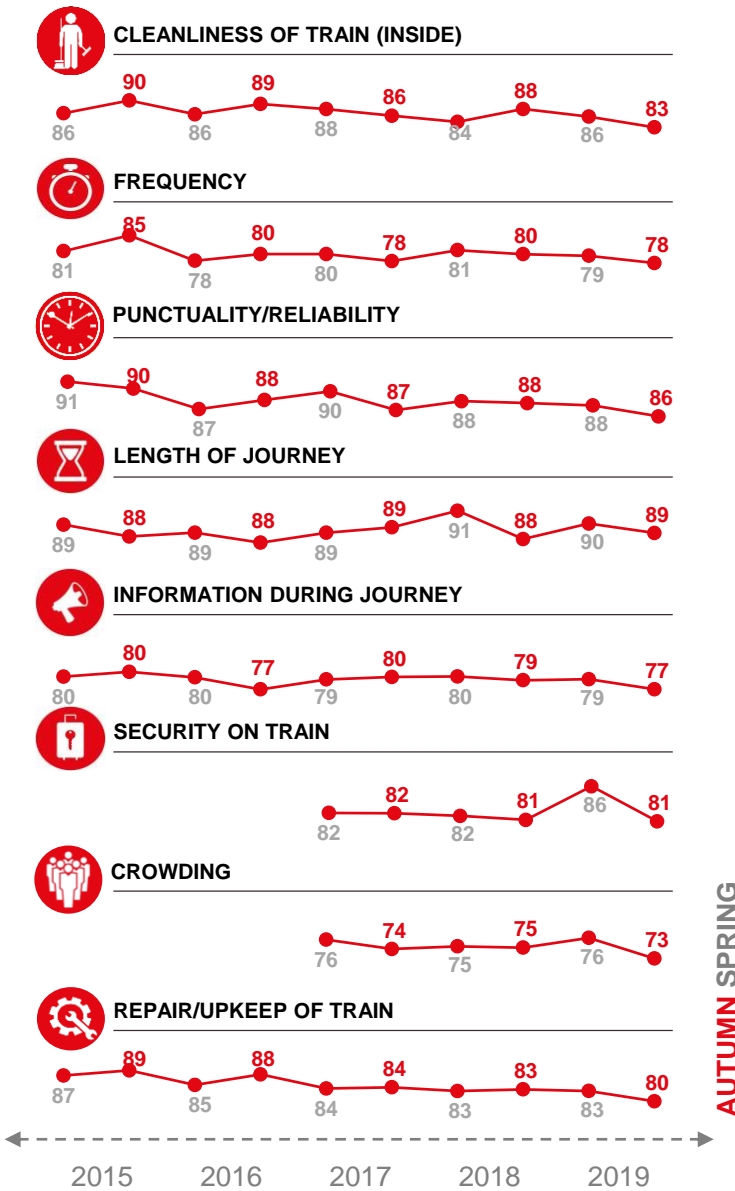
% SATISFIED

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.



## DRIVERS OF SATISFACTION OVER TIME

KEY DRIVERS OF SATISFACTION



77

87

86

72

79

83

80

89

92

85

88

92

74

78

81

79

78

85

63

76

82

72

87

84

AUTUMN SPRING

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