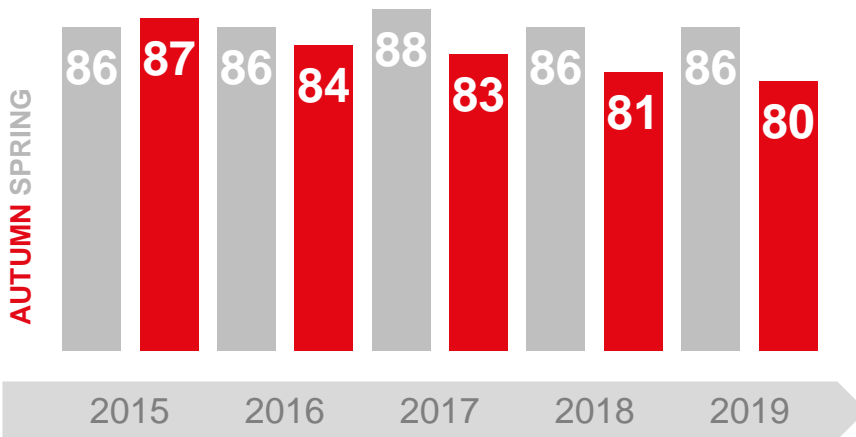


NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

CrossCountry Autumn 2019

This survey covers 1,271 CrossCountry passengers

OVERALL JOURNEY SATISFACTION



80%

Overall satisfaction in Autumn 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied

-1
vs Autumn 2018



76%



83%



70%



80%



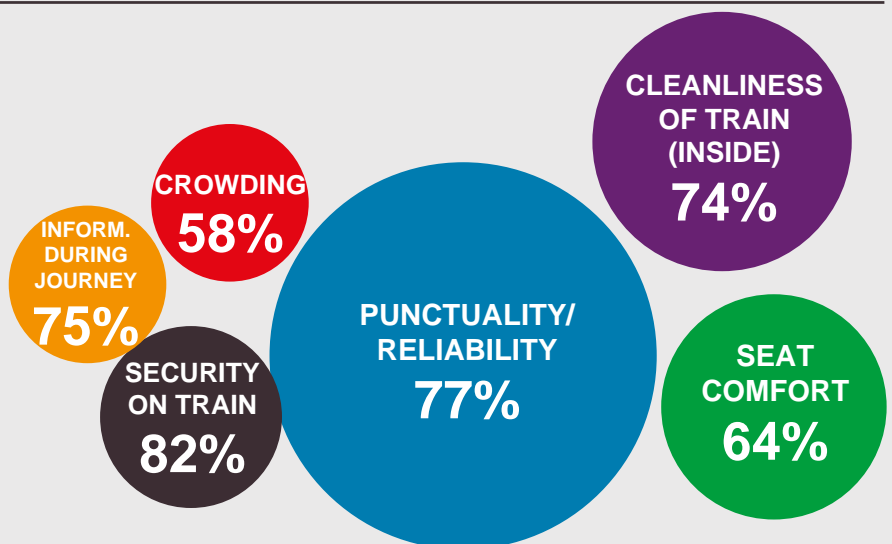
83%

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

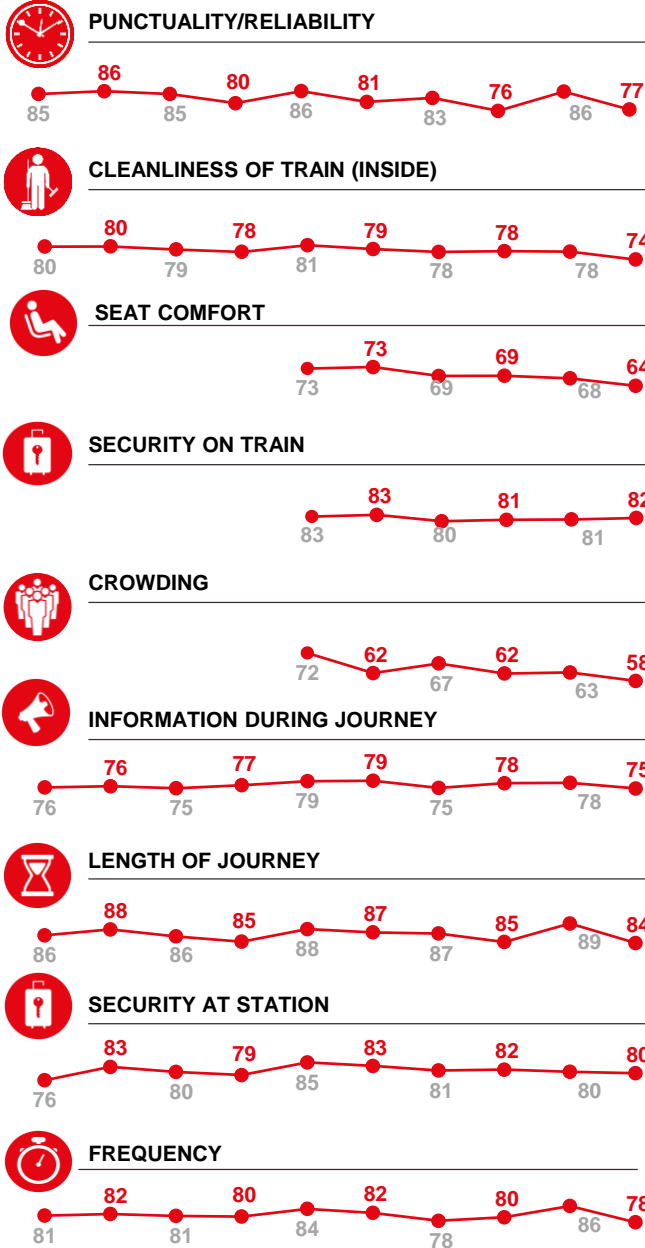
% SATISFIED

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



61 74 83

68 67 79

62 51 71

79 81 83

53 50 64

75 70 78

79 80 88

80 81 79

70 71 83

AUTUMN SPRING

← 2015 2016 2017 2018 2019 →

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