

Greater Anglia

Continuous National Rail Passenger Survey and Mystery Shopping

2019-20 Final report



Department
for Transport

transportfocus 

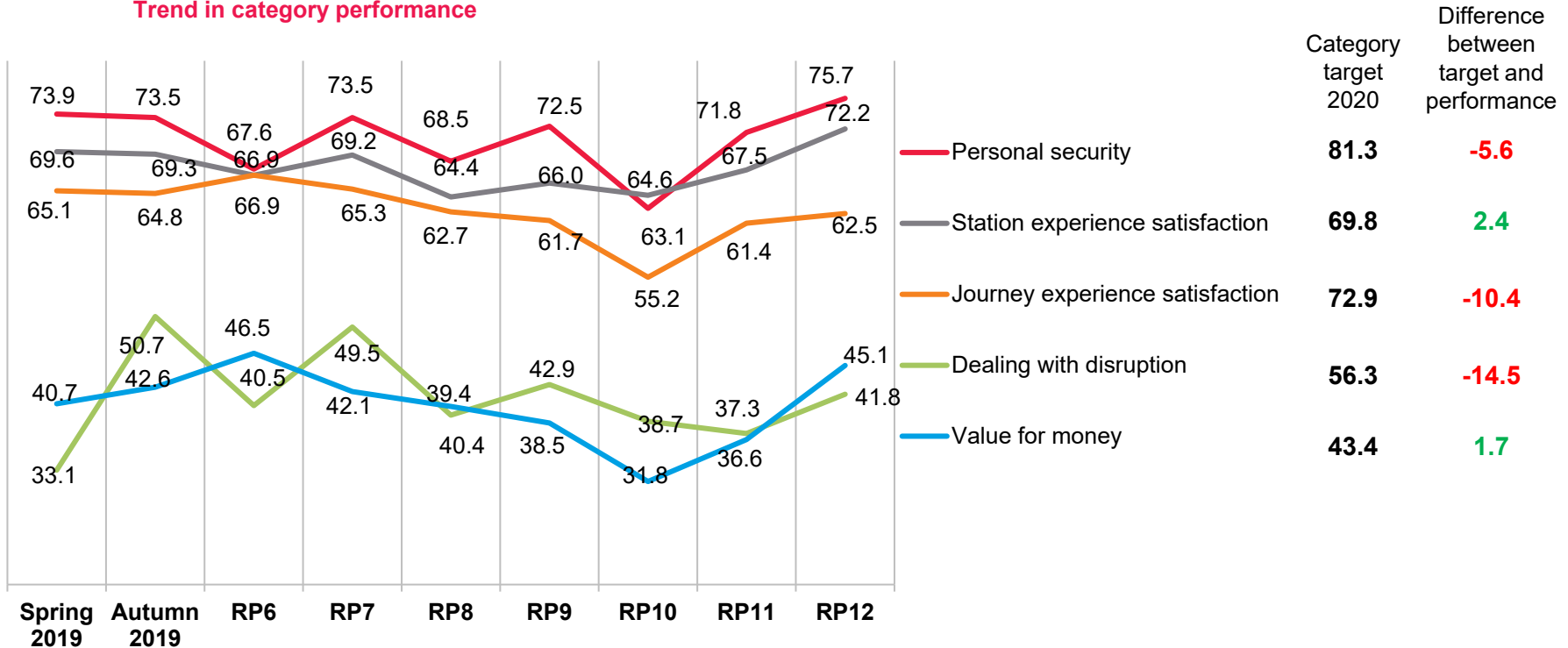


WATERMELON

Customer experience

Trend in category scores - summary

Trend in category performance



All areas saw an improvement in scores at the end of the year 2019-20 (especially in RP12) with value for money and station experience satisfaction seeing their scores rise above target.

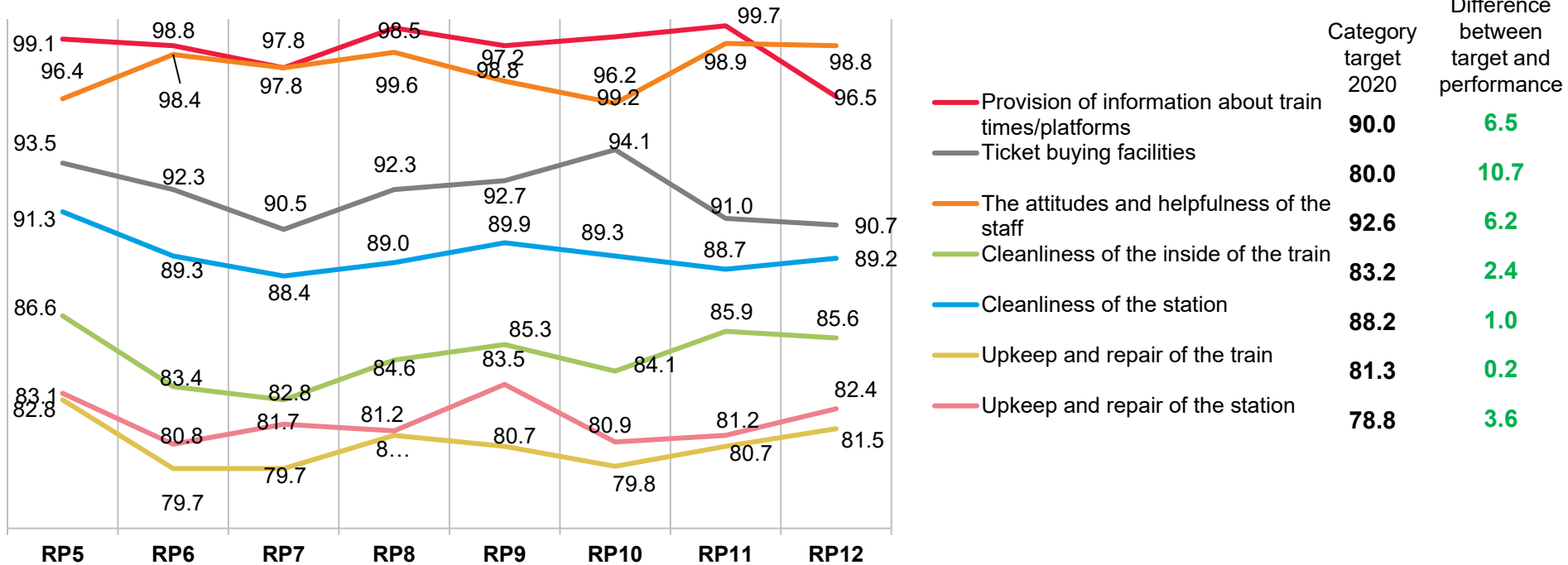
The rural and Stansted Express routes (not shown) were the most satisfied with the journey attributes.

Note: fieldwork in March 2020 (RP13) was curtailed due to the Covid-19 virus outbreak. This meant that results for this period are not shown as the sample size was too small for robust analysis.

Presentation of facilities and staff performance

Trend in category scores - summary

Trend in category performance



Satisfaction with upkeep and repair of the train rose in RP12 to be just above target. Satisfaction with provision of information about train times/platforms declined this period, although the score was still well above target. Scores for all the categories were above target.

Summary and rail periods (RP)

The customer experience performance model in 2019-20 was a monthly measure to track improvements in customer experience. The results show the % scores for months from the second half of August 2019 to the end of February 2020.

The results of the survey are shown by rail periods (which are four week periods across the year). The dates covered by each rail period in the second half of 2019-20 were:

RP6: 18/08/19 to 14/09/19

RP7: 15/09/19 to 12/10/19

RP8: 13/10/19 to 09/11/19

RP9: 10/11/19 to 07/12/19

RP10: 08/12/19 to 04/01/20

RP11: 05/01/20 to 01/02/20

RP12: 02/02/20 to 29/02/20

RP13: 01/03/20 to 31/03/20 (fieldwork was curtailed due to the virus outbreak)