

Customer Satisfaction Survey

Summer 2019

Topline results

Summary of results: on board experience

		CSS Summer 2019	Change	CSS Summer 2018	NRPS Spring 2019
Overall journey satisfaction=		86	0	86	85
Overall train satisfaction=		82	-1	83	77/82
On board experience	The level of crowding*	63	-5	68	65
	Comfort of the seats	74	0	74	72
	The step or gap between the train and the platform*	73	+1	72	70
Train planning	The length of time the journey was scheduled to take (speed)	86	+1	85	90
	Punctuality/reliability (i.e. train arriving/departing on time)	85	+2	83	89
	The frequency of the trains on that route	79	+2	75	82
	Connections with other train services	78	-1	79	82
Train maintenance and cleanliness	The cleanliness of the outside	78	-1	79	78
	The cleanliness of the inside	82	0	82	83
	The upkeep and repair of the train	82	0	82	79
Train facilities and services	The space for luggage	55	0	55	50
	The provision of information during the journey	74	-3	77	78
	Toilet facilities	50	+5	45	41
	Availability of Wi-Fi	54	-1	54	40
	Availability of power sockets	29	+2	26	17
	The space for bicycles	46	-	-	39
	Quality of train air conditioning/temperature	76	-	-	-
Value	The value for money for the price of your ticket	45	0	45	46

* “The level of crowding” and “The step or gap...” changed wording from Spring 2017 onwards. Formerly “Sufficient room for all passengers to sit/stand” and “The ease of being able to get on and off”

Summary of results: station experience, staff and security

		CSS Summer 2019	Change	CSS Summer 2018	NRPS Spring 2019
Overall journey satisfaction=		86	0	86	85
Overall station satisfaction		77	-2	79	78
Station facilities and services	The overall station environment	69	+2	67	69
	Provision of information about train times/platforms	82	-1	83	85
	Connections with other forms of public transport	71	-1	72	76
	Toilet facilities at the station	46	+1	45	43
	The choice of shops/eating/drinking facilities available	43	+1	42	43
	Ticket buying facilities	70	-3	73	76
	Availability of seating	60	+4	56	55
	Facilities for car parking	52	-4	56	51
	Facilities for bicycle parking	56	-	-	53
	The provision of shelter facilities	69	+5	64	68
	Availability of Wi-Fi	50	-4	54	49
Station maintenance and cleanliness	The upkeep/repair of the station buildings/platforms	68	0	68	68
	Cleanliness	73	0	74	72
Staff	The helpfulness and attitude of staff on train	40	+1	39	30
	How well train company dealt with delays	39	-8	47	42
	The availability of staff on the train	24	+4	20	17
	The availability of staff at the station	64	+2	62	65
	The attitudes and helpfulness of the staff at the station	76	+4	72	72
	How request to station staff was handled	82	+3	79	83
Security	Your personal security whilst on board	68	-3	71	68
	Your personal security whilst using that station	67	-1	68	63

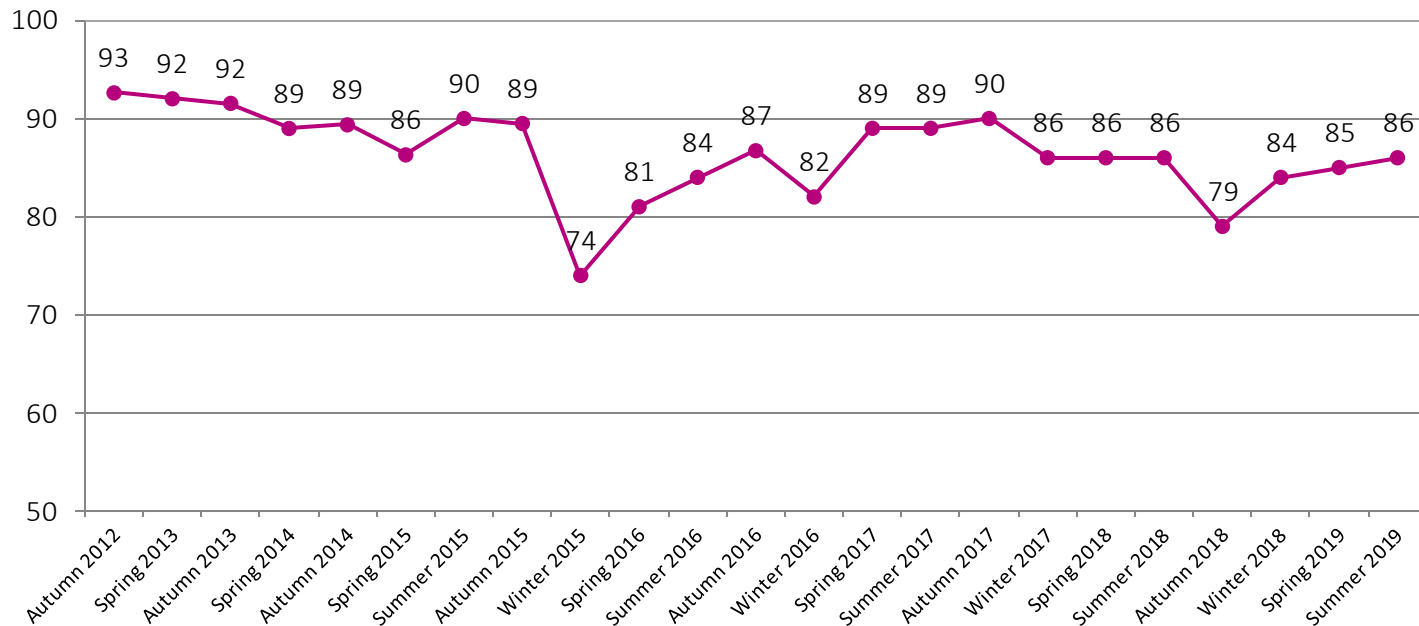
Summary of results: category averages

	CSS Summer 2019	Change	CSS Summer 2018
Overall journey satisfaction	86	0	86
Overall train satisfaction	82	-1	83
On board experience	70	-1	71
Train planning	82	+1	81
Train maintenance and cleanliness	81	0	81
Train facilities and services	55	+2	51
Value	45	0	45
Overall station satisfaction	77	-2	79
Station facilities and services	61	0	61
Station maintenance and cleanliness	71	0	71
Staff	54	+1	53
Security	68	-2	70

Overall journey satisfaction: trend

Overall satisfaction

Trend: % very/fairly satisfied



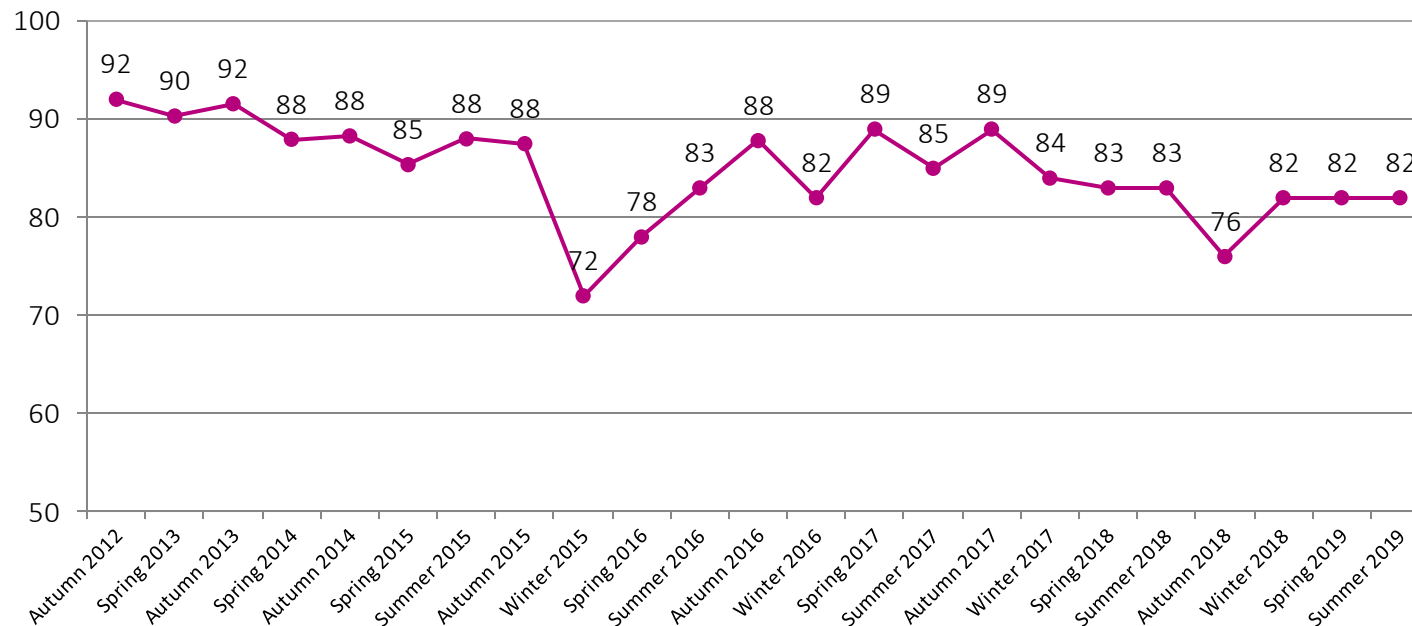
Q22. Overall, how satisfied have you been with your journey today?
Base: all answering (1000)

NB. Summer and Winter figures are taken from the c2c Customer Satisfaction Survey; Spring and Autumn figures are taken from the National Rail Passenger Survey.

Overall train satisfaction: trend

Overall train satisfaction

Trend: % very/fairly satisfied



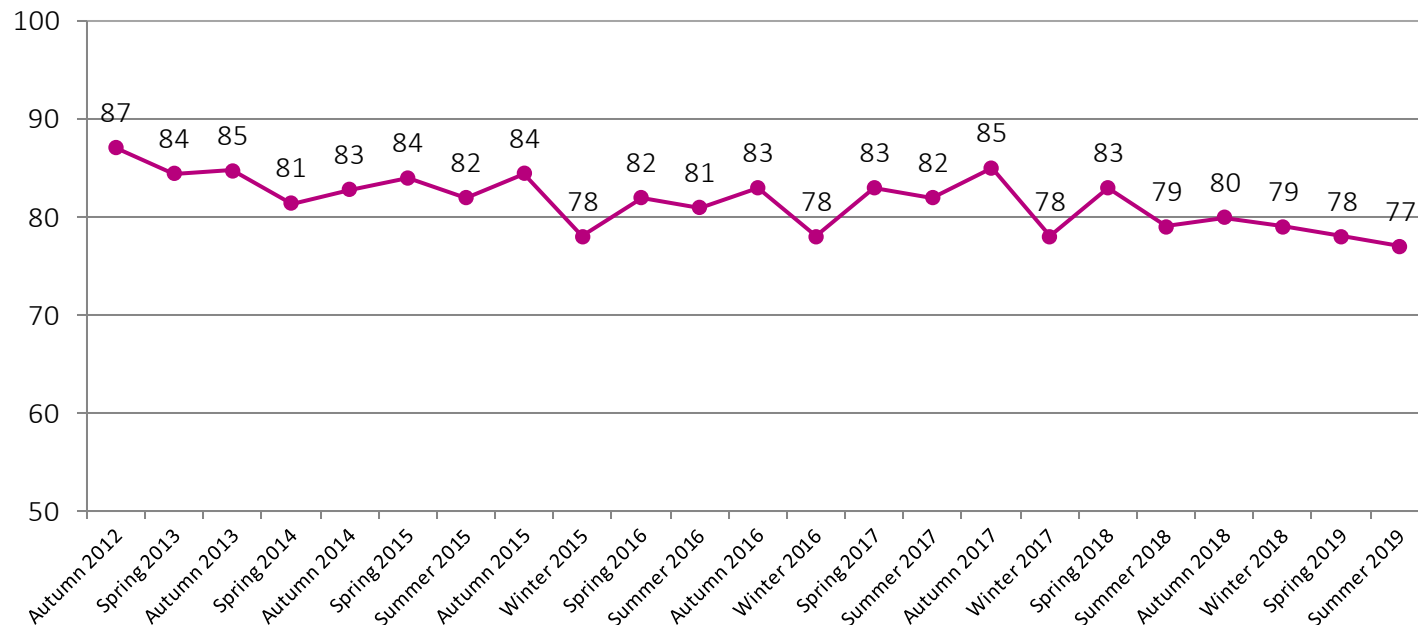
Q17. Overall, how satisfied are you with the train you boarded for your journey?
Base: all answering (1000)

NB. Summer and Winter figures are taken from the c2c Customer Satisfaction Survey; Spring and Autumn figures are taken from the National Rail Passenger Survey.

Overall station satisfaction: trend

Overall station satisfaction

Trend: % very/fairly satisfied



Q15. Overall how satisfied are you with this station?
Base: all answering (1000)

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