

# *Customer Satisfaction Survey*

*Winter 2019*

*Topline results*

# Summary of results: on board experience

		CSS Winter 2019	Change	CSS Winter 2018	NRPS Autumn 2019
<b>Overall journey satisfaction</b>		84	0	84	86
<b>Overall train satisfaction</b>		83	+1	82	82
<b>On board experience</b>	The level of crowding*	62	+1	61	67
	Comfort of the seats	75	0	75	73
	The step or gap between the train and the platform*	72	-1	73	71
<b>Train planning</b>	The length of time the journey was scheduled to take (speed)	91	+2	89	82
	Punctuality/reliability (i.e. train arriving/departing on time)	88	+2	86	87
	The frequency of the trains on that route	82	+2	80	80
	Connections with other train services	81	+1	80	78
<b>Train maintenance and cleanliness</b>	The cleanliness of the outside	77	-1	78	80
	The cleanliness of the inside	83	0	83	83
	The upkeep and repair of the train	79	-4	83	82
<b>Train facilities and services</b>	The space for luggage	59	+4	55	53
	The provision of information during the journey	81	+3	78	80
	Toilet facilities	51	+7	44	41
	Availability of Wi-Fi	58	+6	52	42
	Availability of power sockets	37	+12	25	18
<b>Value</b>	The value for money for the price of your ticket	46	+4	42	44

\* “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 Winter 2019	Change	CSS Winter 2018	NRPS Autumn 2019	
<b>Overall journey satisfaction</b>	84	0	84	86	
<b>Overall station satisfaction</b>	77	-2	79	73	
	The overall station environment	70	-1	71	68
	Provision of information about train times/platforms	85	+2	83	83
	Connections with other forms of public transport	73	+2	71	77
	Toilet facilities at the station	52	+6	46	45
	The choice of shops/eating/drinking facilities available	49	+6	43	44
<b>Station facilities and services</b>	Ticket buying facilities	62	-14	76	62
	Availability of seating	59	+1	58	56
	Facilities for car parking	55	+4	51	51
	Facilities for bicycle parking	65	+6	59	55
	The provision of shelter facilities	68	+3	65	68
	Availability of Wi-Fi	57	+4	53	48
<b>Station maintenance and cleanliness</b>	The upkeep/repair of the station buildings/platforms	70	+1	69	68
	Cleanliness	73	0	73	74
	The helpfulness and attitude of staff on train	53	+11	42	42
	How well train company dealt with delays	52	+2	50	50
<b>Staff</b>	The availability of staff on the train	33	+9	24	19
	The availability of staff at the station	62	-3	65	61
	The attitudes and helpfulness of the staff at the station	74	-4	78	73
	How request to station staff was handled	82	-10	92	85
<b>Security</b>	Your personal security whilst on board	69	+1	68	70
	Your personal security whilst using that station	66	0	66	67

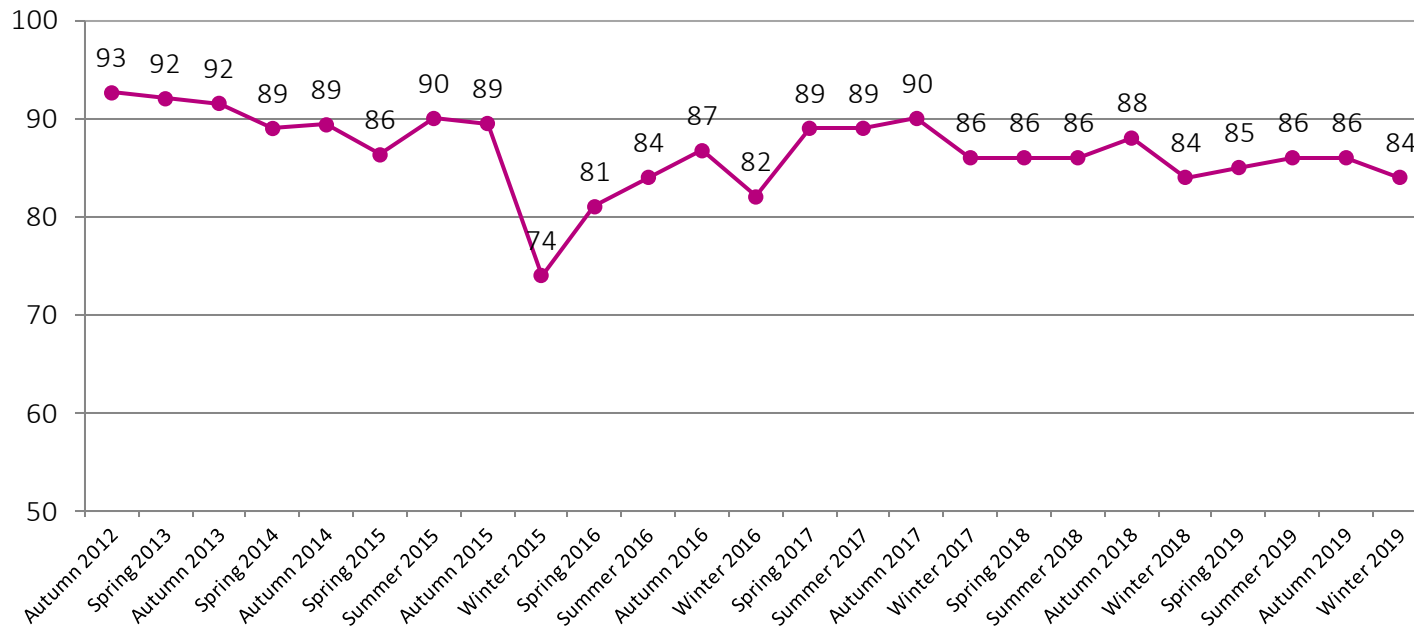
## Summary of results: category averages

	CSS Winter 2019	Change	CSS Winter 2018
<b>Overall journey satisfaction</b>	84	0	84
<b>Overall train satisfaction</b>	83	+1	82
<b>On board experience</b>	70	0	70
<b>Train planning</b>	86	+2	84
<b>Train maintenance and cleanliness</b>	80	-1	81
<b>Train facilities and services</b>	57	+6	51
<b>Value</b>	46	+4	42
<b>Overall station satisfaction</b>	77	-2	79
<b>Station facilities and services</b>	63	+2	61
<b>Station maintenance and cleanliness</b>	72	+1	71
<b>Staff</b>	59	0	59
<b>Security</b>	68	+1	67

# Overall journey satisfaction: trend

## Overall satisfaction

Trend: % very/fairly satisfied



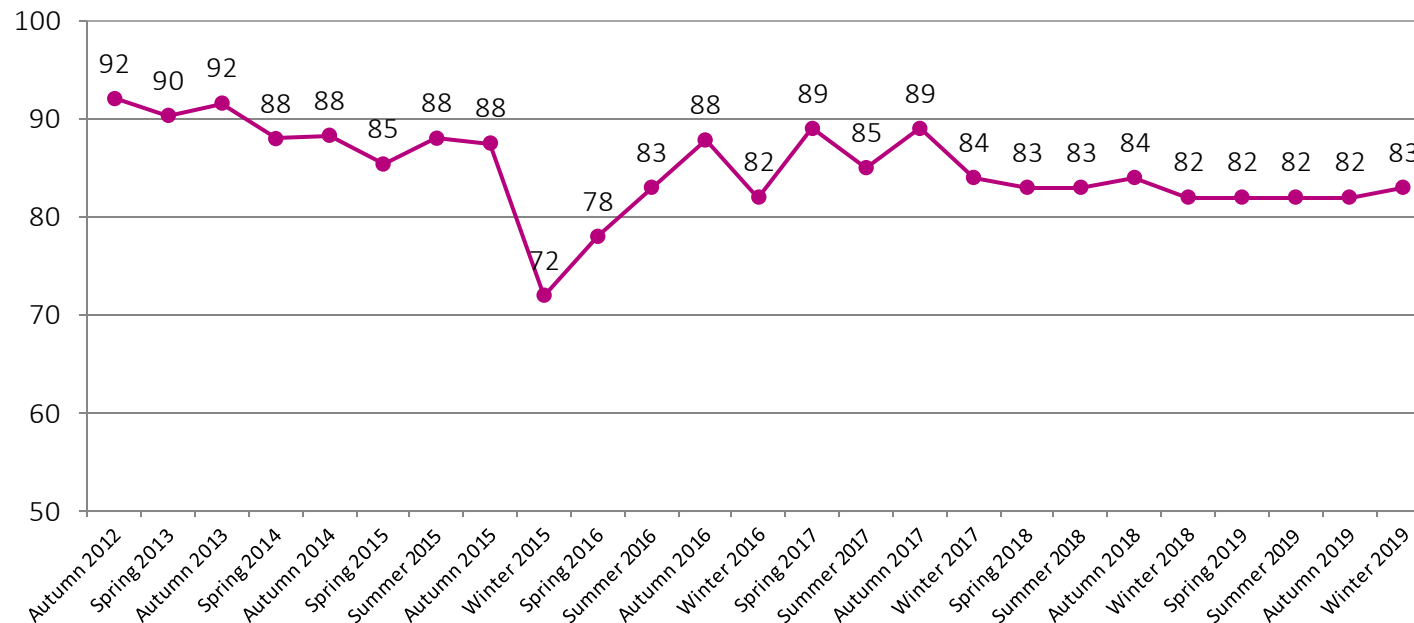
Q22. Overall, how satisfied have you been with your journey today?  
Base: Winter 2019 all answering (1056)

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



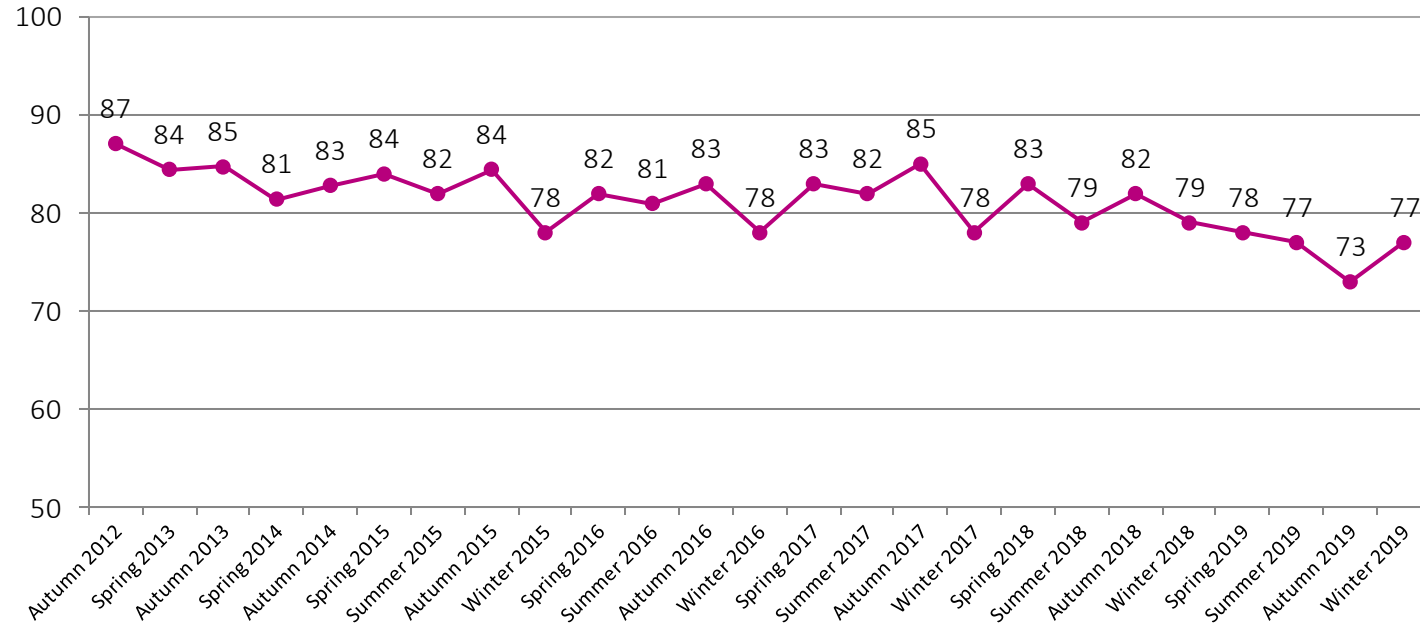
Q17. Overall, how satisfied are you with the train you boarded for your journey?  
Base: Winter 2019 all answering (1053)

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



Q14. Overall how satisfied are you with this station?  
Base: Winter 2019 all answering (1043)

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.