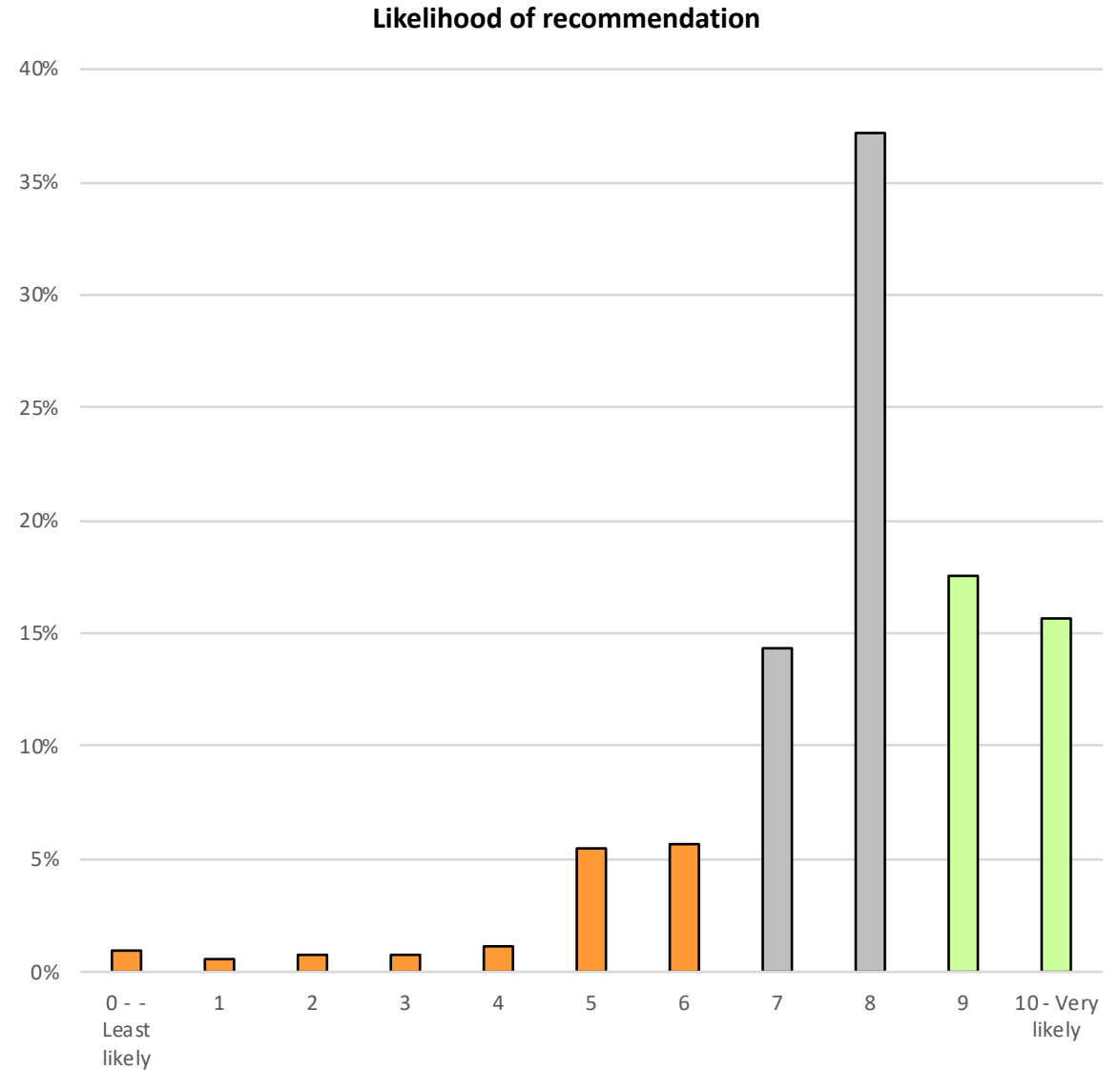


# Customer satisfaction survey

Period 6 (18 August-14 September)

## CSS; Headlines

- Our Net promoter Score for Period 6 was **18** with **36%** of our customers would recommend us to their friends and family.
- **64%** of customers were satisfied with the overall on-board environment.
- **90%** of customers were satisfied with their overall journey.
- **63%** of customers were satisfied with the overall station environment.
- 
- **96.7%** of customers who had already purchased tickets were satisfied with the overall ticket buying process.
- **33%** of customers were satisfied with how the delay they incurred was handled.

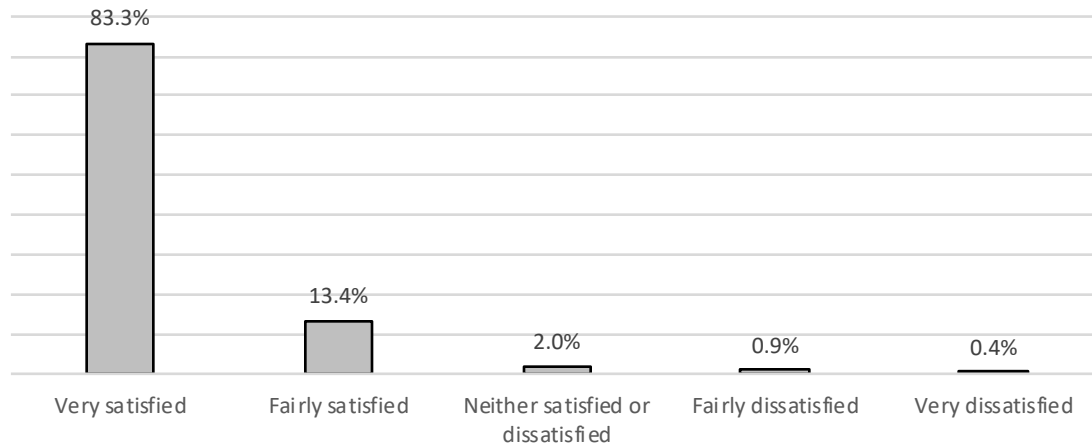


## Ticket buying facilities and process

96.7% of customers who had already purchased tickets were satisfied with the overall ticket buying process.

Satisfaction with ticket buying facilities in the Spring NRPS was 74%.

Satisfaction with ticket buying process

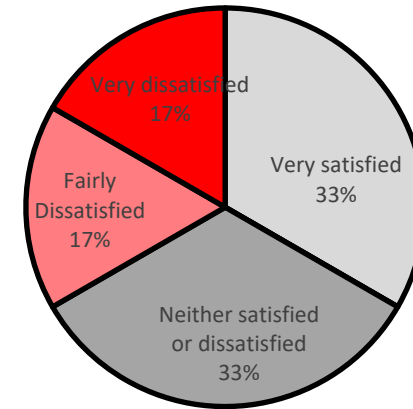


- The 3 most popular methods of purchasing a ticket were;
  1. Ticket Office (**38% -4% from P5**)
  2. On-board (**23% +10% from P5**)
  3. Ticket not yet purchased (**14% +2% from P5**)
- Coming in 4<sup>th</sup>, **9%** purchased via an app, and in 5<sup>th</sup>, **8%** used a Ticket Vending Machine.

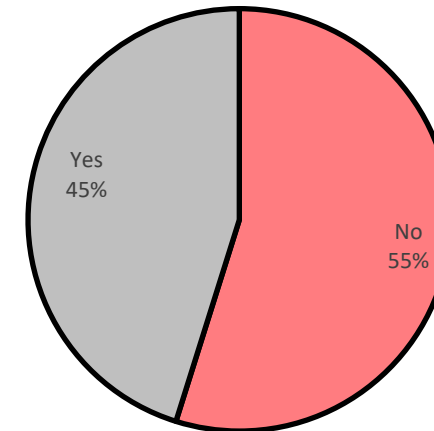
## On-Board – Journey & Disruption

90% of customers were satisfied with their overall journey

Satisfaction with handling of disruption



Awareness of 'Delay-Repay'



# CSS; Station

63% of customers were satisfied with the overall station environment

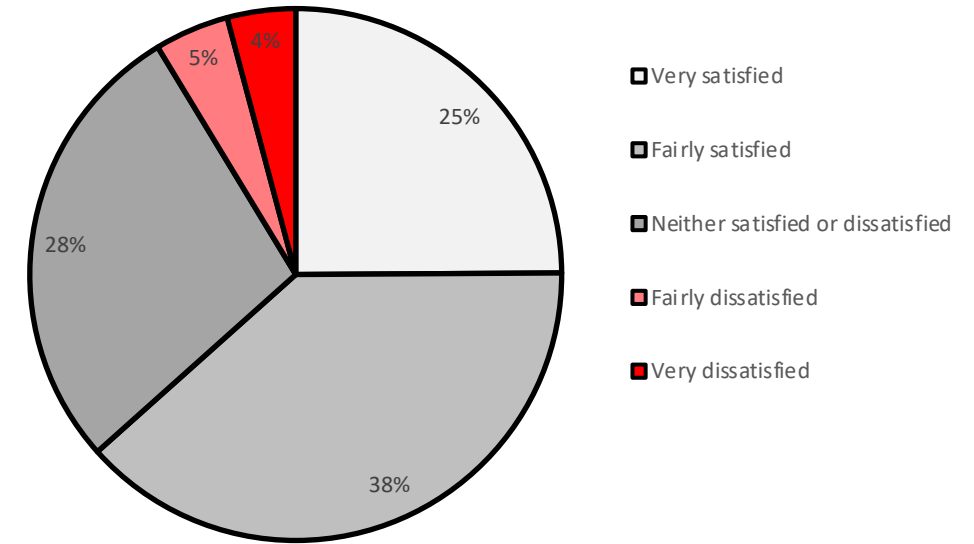
89% were satisfied with the helpfulness of staff

39% were satisfied with toilet facilities

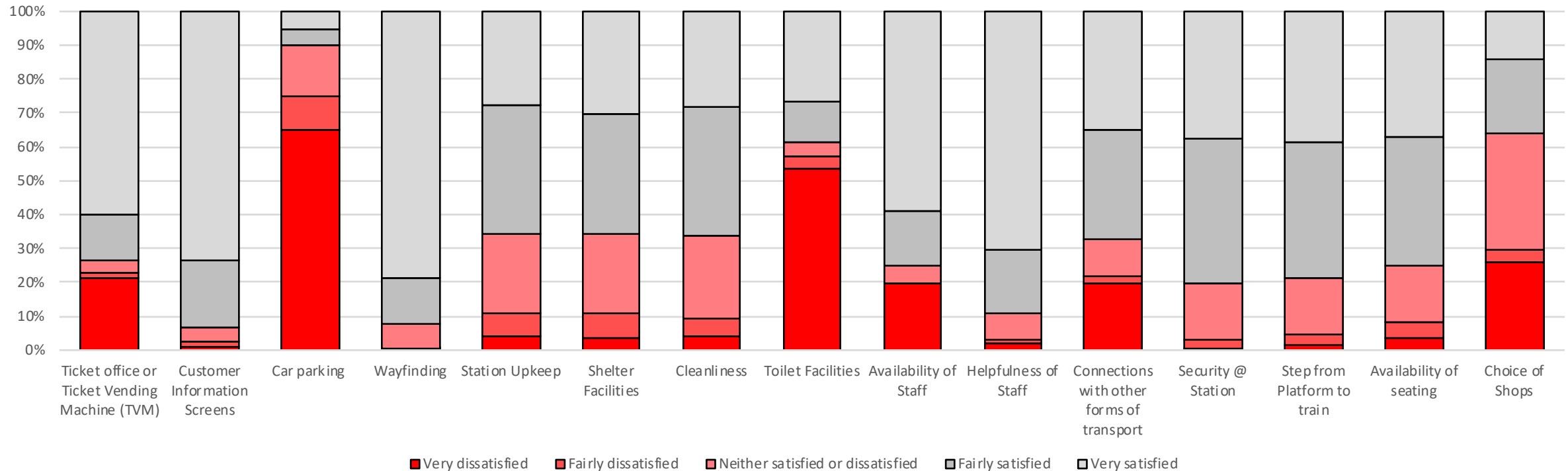
36% were satisfied with the choice of shops.

10% were satisfied with the car parking facilities.

## Overall Station Environment Satisfaction



## Station Environment



# CSS; On-Board

64% of customers were satisfied with the overall on-board environment.

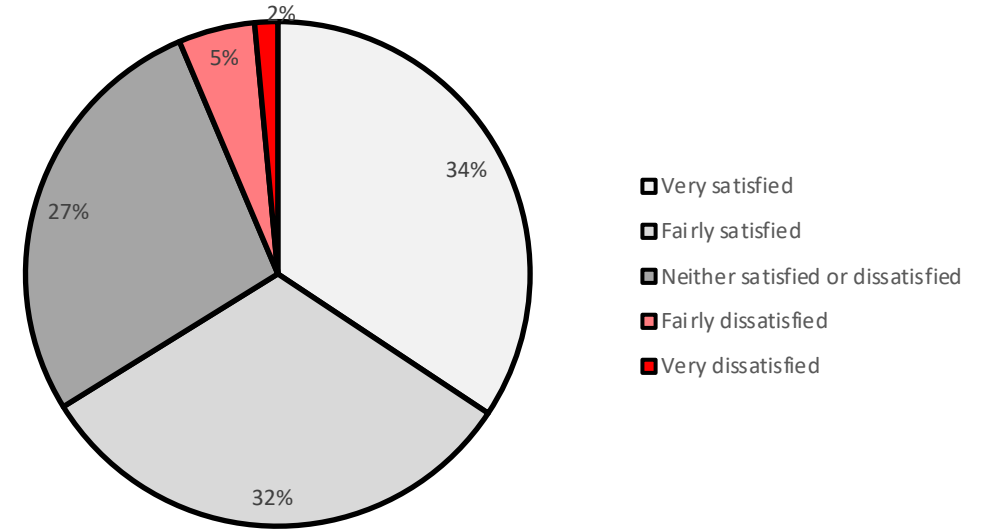
84% were satisfied with the helpfulness of staff

59% were satisfied with the availability of Wi-Fi on-board

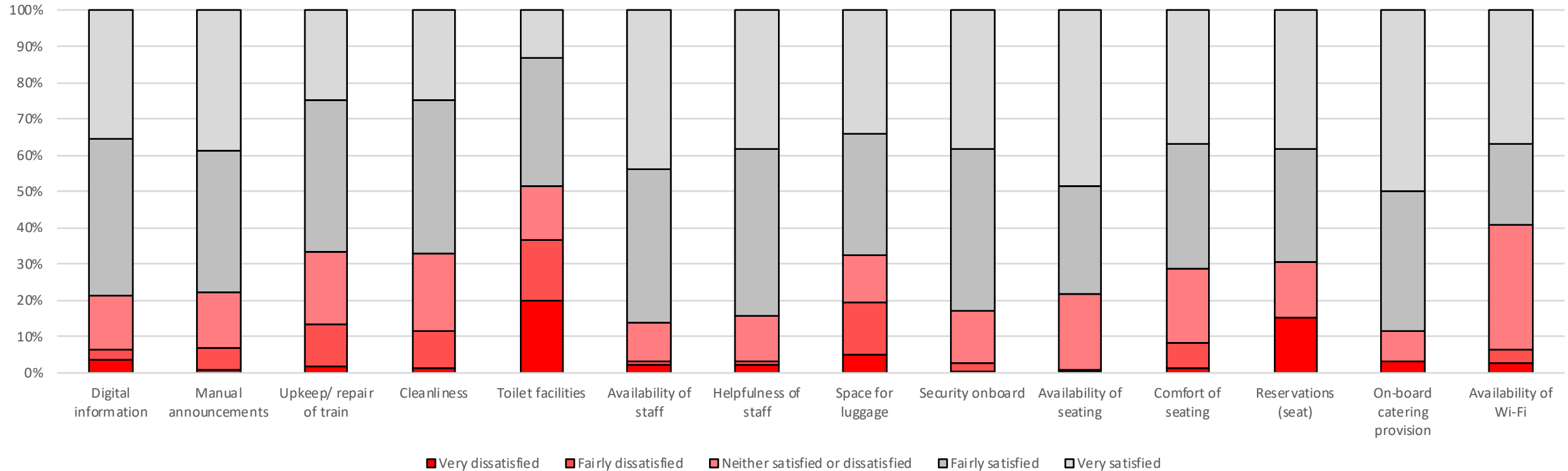
83% were satisfied with their own personal security on the train

49% were happy with the on-board toilet facilities.

Overall On-board Environment Satisfaction



## On-board Environment



**Thank you**

