

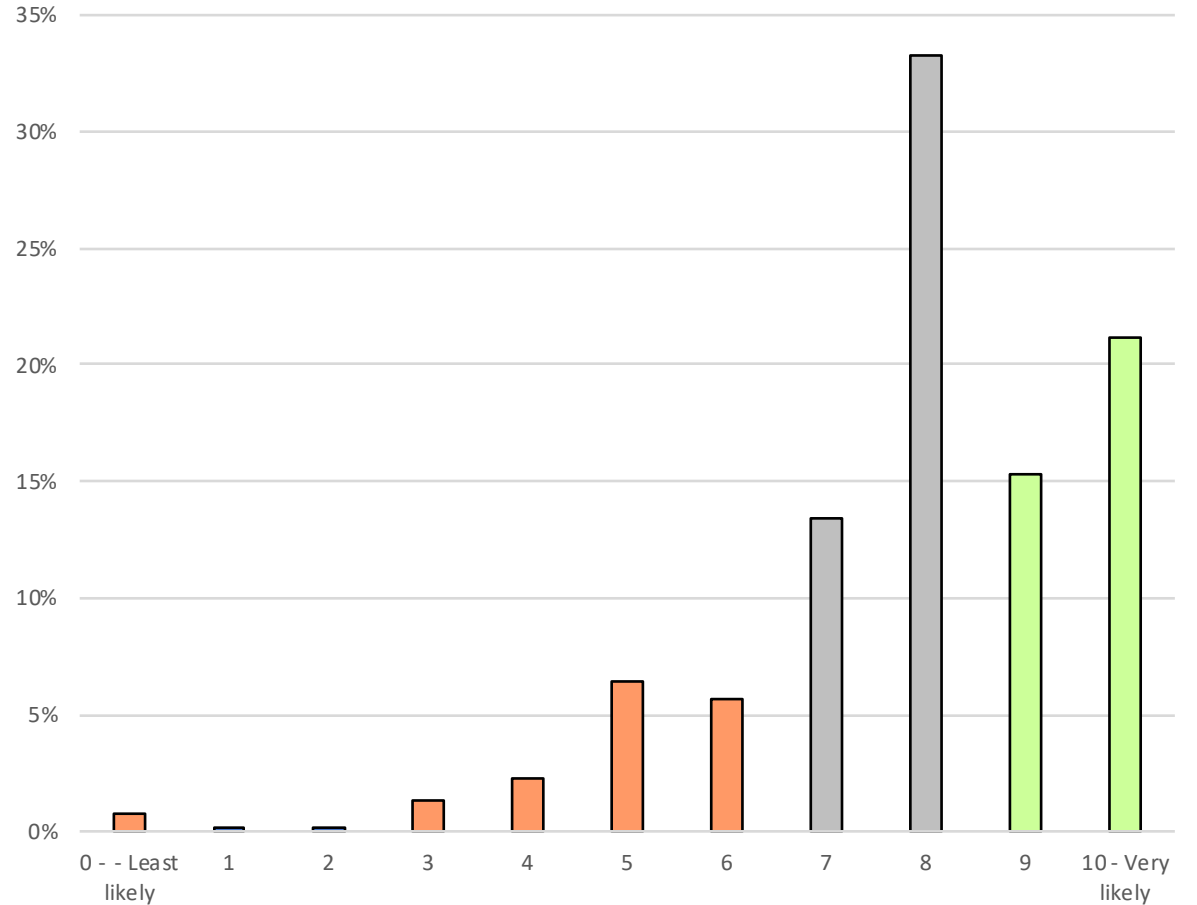
Customer satisfaction survey

Period 5 (21 July- 17 August 2019)

CSS; Headlines

- Our Net promoter Score for Period 5 was **20** with **36%** of our customers would recommend us to their friends and family.
- **71%** of customers were satisfied with the overall on-board environment.
- **93%** of customers were satisfied with their overall journey
- **72%** of customers were satisfied with the overall station environment.
- **97.9%** of customers who had already purchased tickets were satisfied with the overall ticket buying process
- **40%** of customers were satisfied with how the delay they incurred was handled.

Likelihood of recommendation

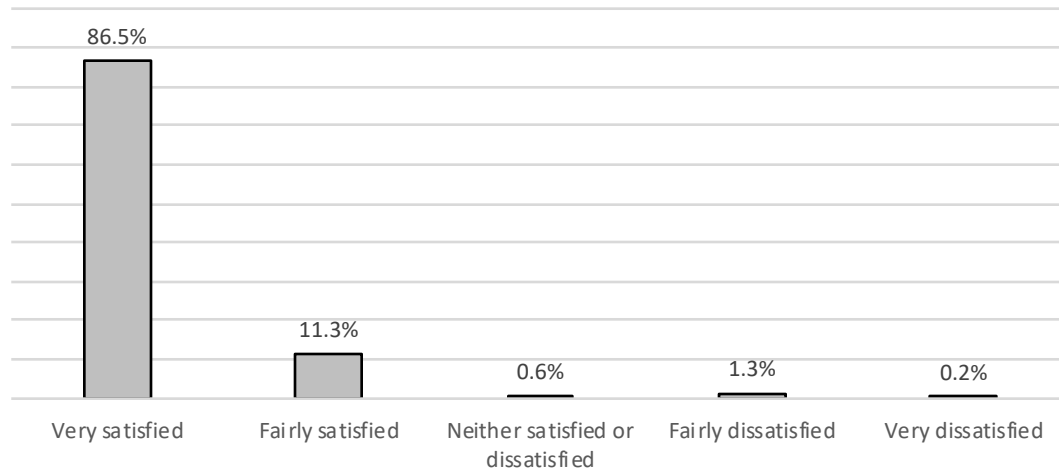


CSS; Ticket buying facilities and process

97.9% of customers who had already purchased tickets were satisfied with the overall ticket buying process, this is 0.8% more than P4.

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

Satisfaction with ticket buying process

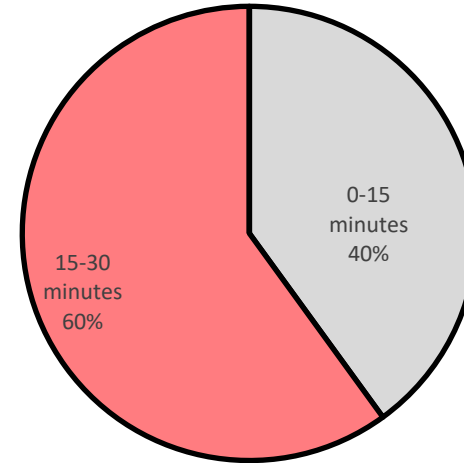


- The 3 most popular methods of purchasing a ticket were;
 1. Ticket Office (**42% -2% from P4**)
 2. On-board (**13% -4% from P4**)
 3. Ticket not yet purchased (**12% +3% from P4**)
- Coming in 4th, **10%** purchased via an app, and in 5th, **10%** used a website.

CSS; On-Board – Journey & Disruption

93% of customers were satisfied with their overall journey

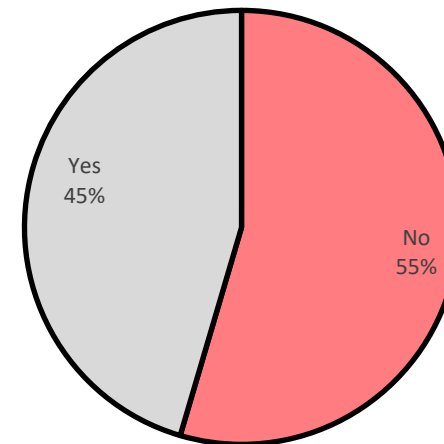
How long was the disruption?



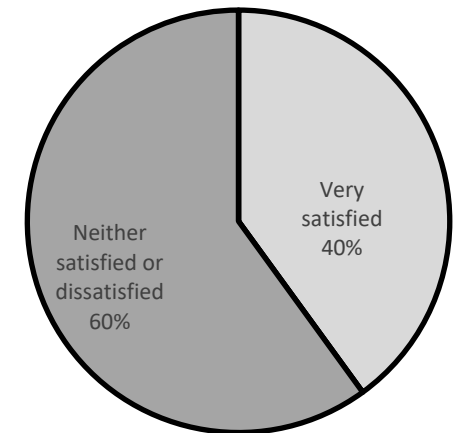
4% of customers incurred a delay.

40% of this sample would have been ineligible to claim for delay compensation.

Awareness of 'Delay-Repay'



Satisfaction with handling of disruption



CSS; Station

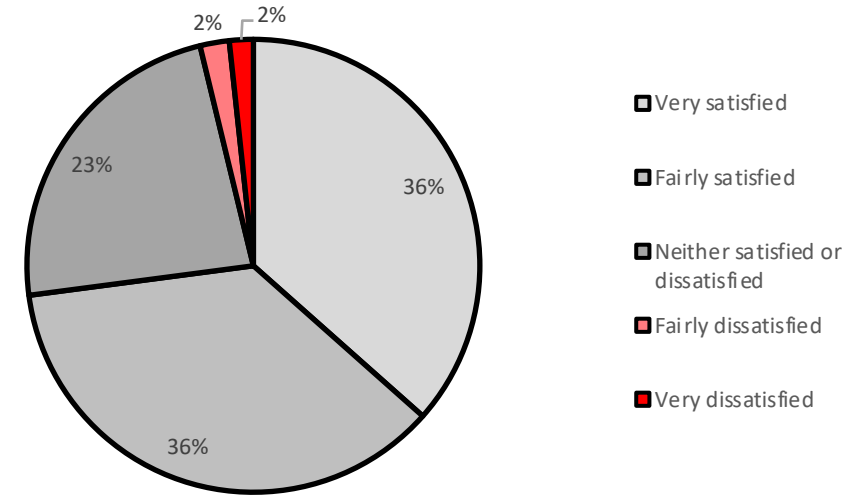
72% of customers were satisfied with the overall station environment

58% were satisfied with toilet facilities

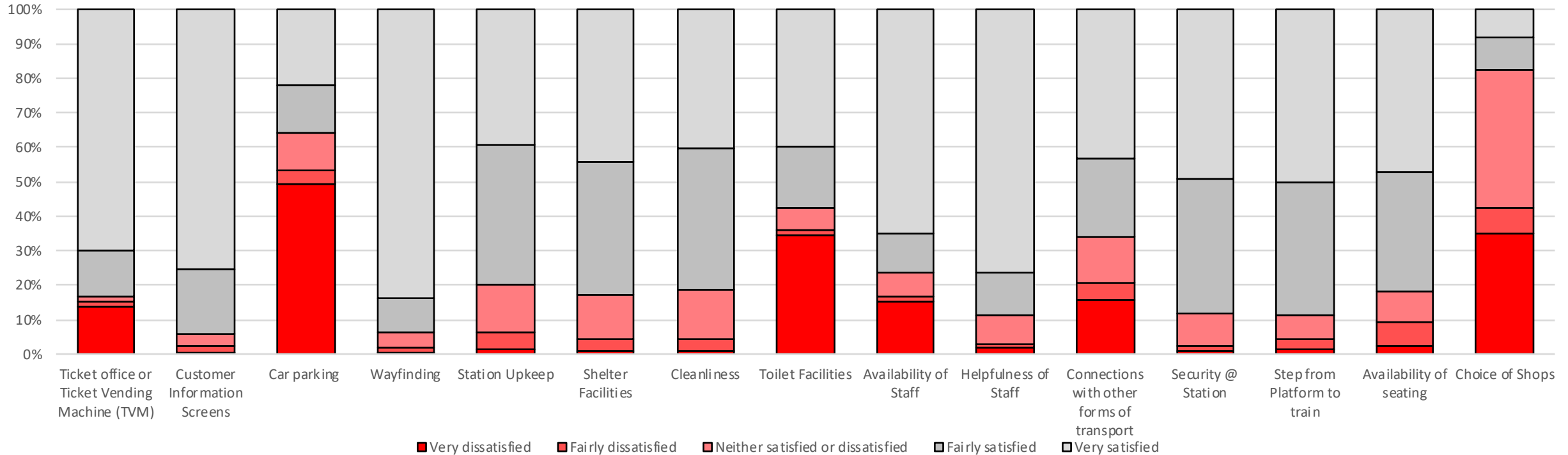
18% were satisfied with the choice of shops.

36% were satisfied with the car parking facilities.

Overall Station Environment Satisfaction



Station Environment



CSS; On-Board

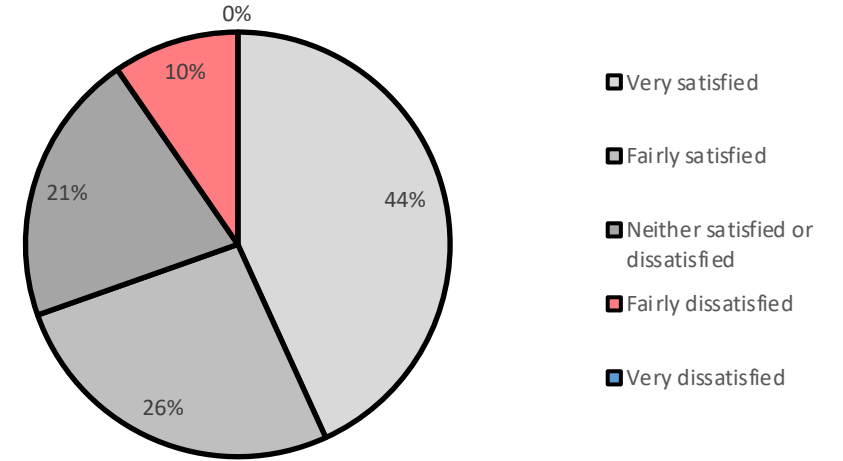
70% of customers were satisfied with the overall on-board environment.

49% were satisfied with the availability of Wi-Fi on-board

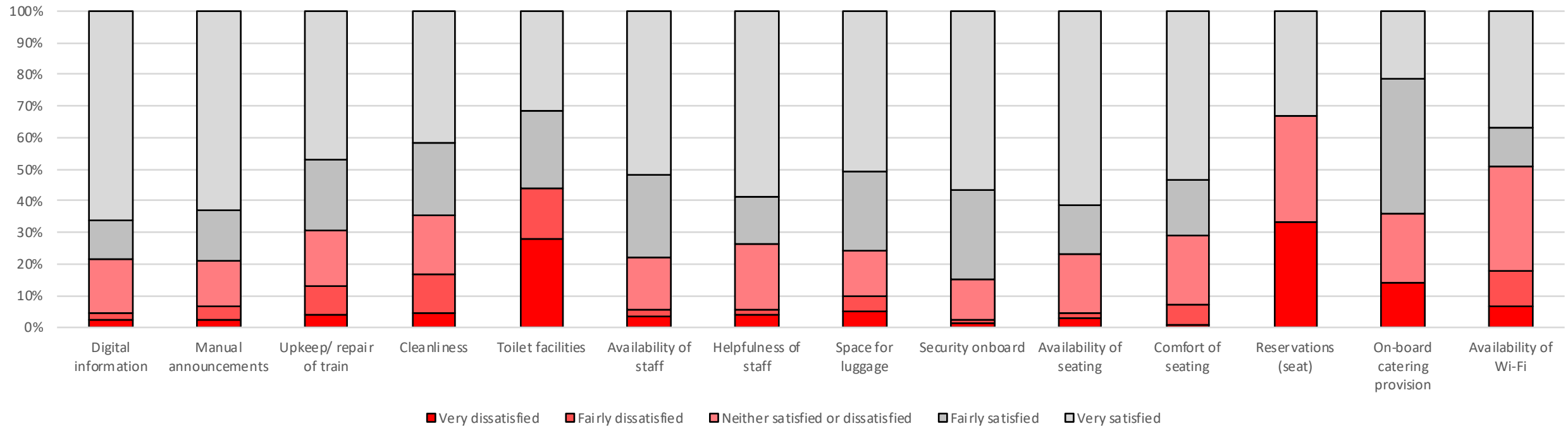
85% were satisfied with their own personal security on the train

56% were happy with the on-board toilet facilities.

Overall On-board Environment Satisfaction



On-board Environment



Thank you

