

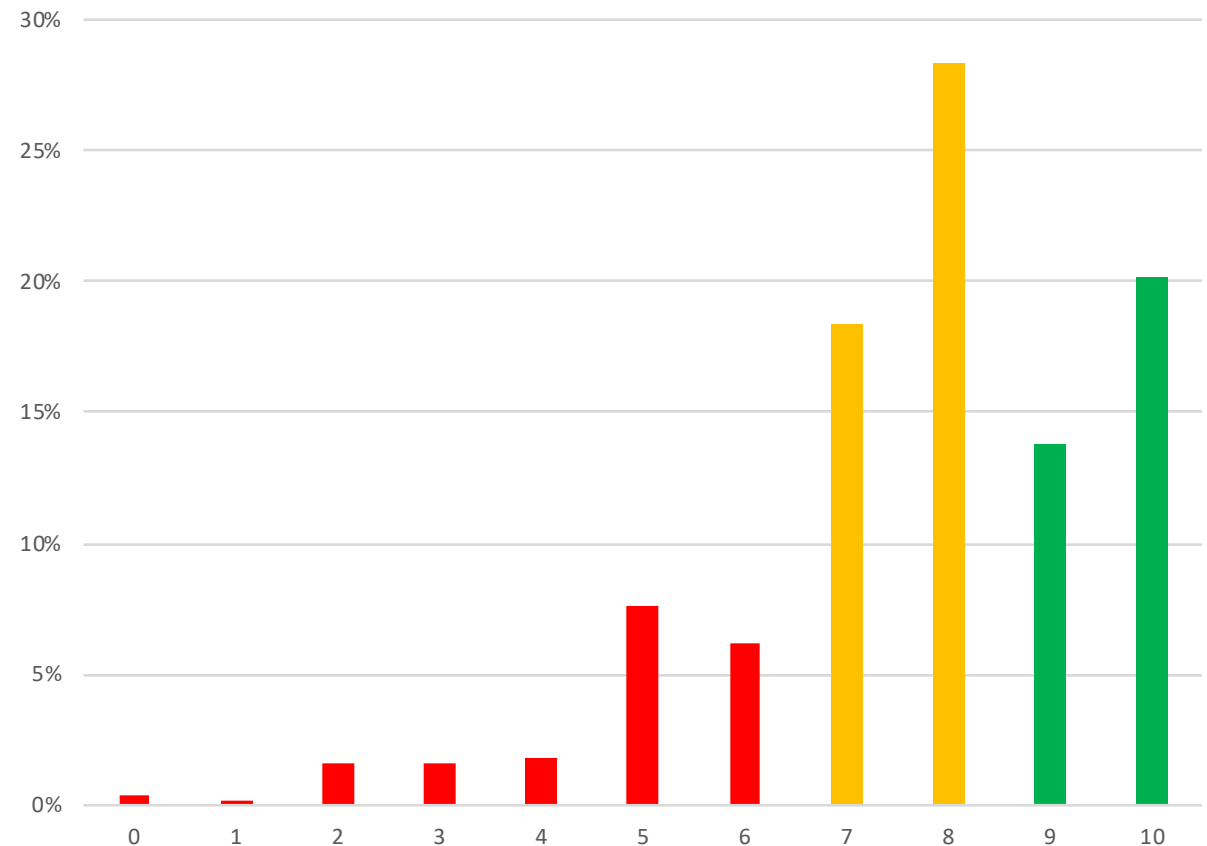
Customer satisfaction survey

08th December- 4th January

Headlines

- Overall **journey** satisfaction dropped by 1 pp to **79% of customers being satisfied**
- Overall **Net Promoter Score** for Period 10 was **15** with **34%** of our customers would recommend us to their friends and family.
- **65%** of customers were satisfied with the overall **on-board** environment
- **78%** of customers were satisfied with the overall **station** environment
- **96%** of customers who had already purchased tickets were satisfied with the overall **ticket buying** process
- **91%** of people were satisfied with the **helpfulness of staff at the station.**
- **76%** of customers were satisfied with the handling of their delay.

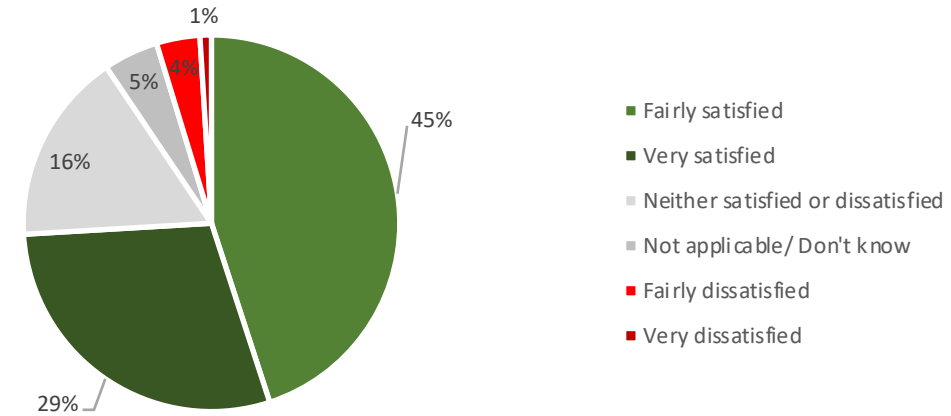
Likelihood of recommendation



Station

- **74%** of customers were satisfied with the **overall station environment**
- **71%** were satisfied with **toilet facilities**
- **47%** were satisfied with the **choice of shops**
- **81%** were satisfied with the **car parking facilities**
- **91%** of people were satisfied with the **helpfulness of staff at the station.**
- **91%** of people were satisfied with the **customer information screens.**

Overall Station Environment Satisfaction

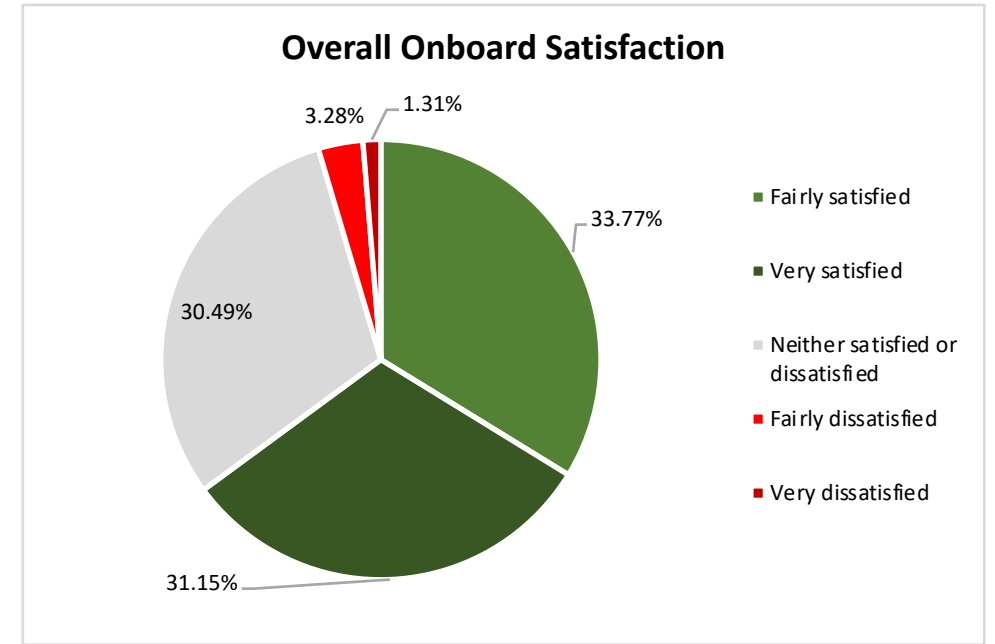


Station Environment

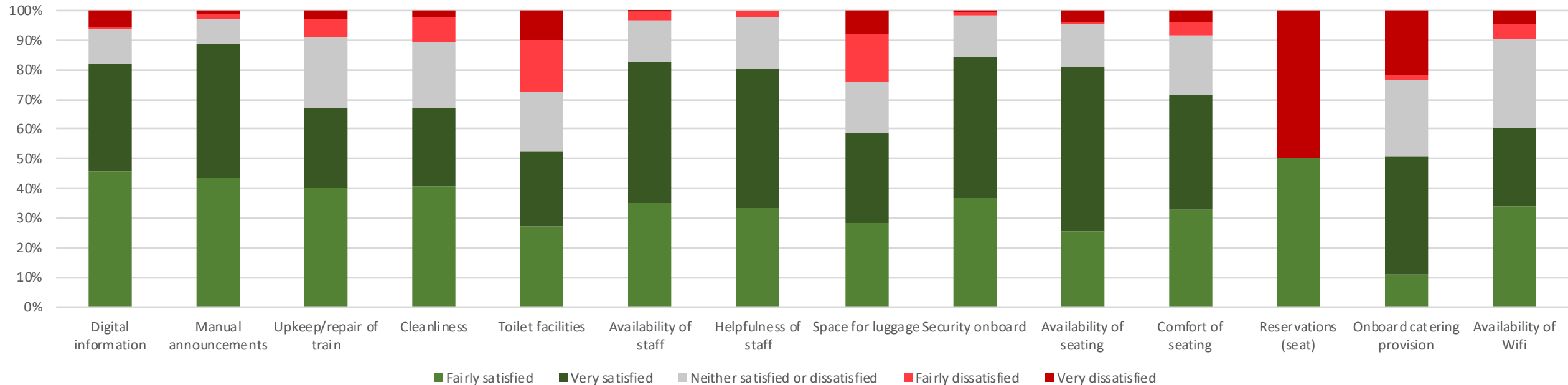


Onboard

- **65%** of customers were satisfied with the **overall onboard environment**
- **60%** were satisfied with the **availability of Wi-Fi** on-board
- **59%** of customers were satisfied with the **luggage space** provided
- **84%** were satisfied with their own personal **security** on the train
- **67%** were satisfied with onboard **cleanliness**
- **52%** were happy with the onboard **toilet facilities**
- **80%** were satisfied with the **helpfulness of staff**



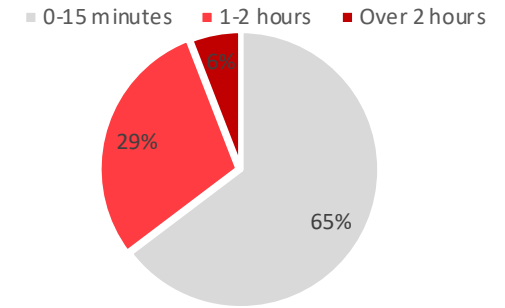
Onboard Environment



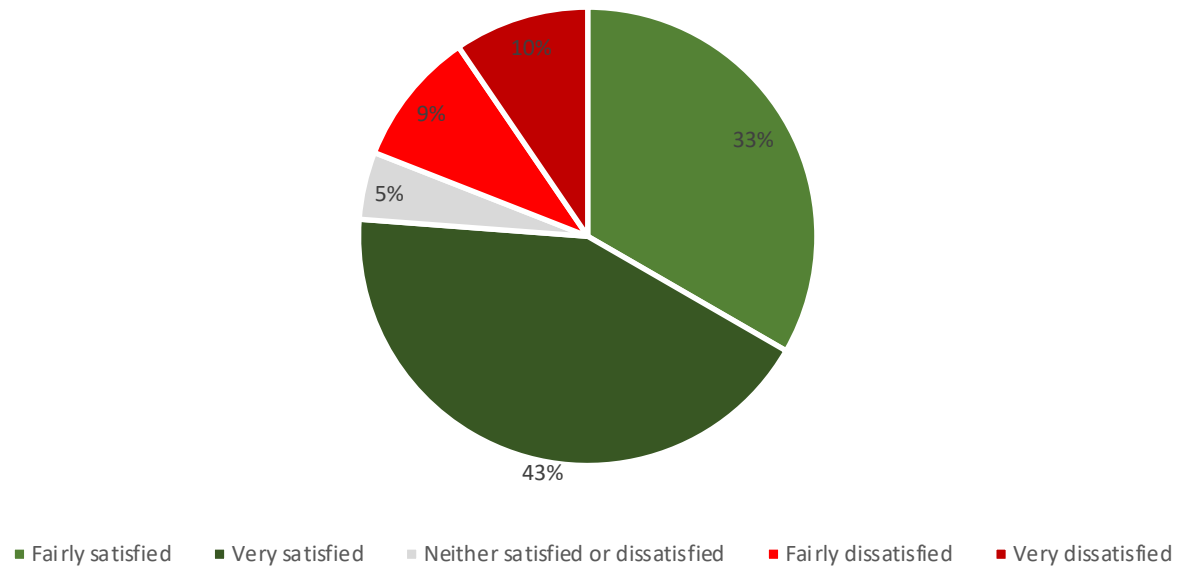
CSS; Disruption

- **6%** of customers incurred a **delay**
- **65%** of this sample would have been **ineligible** to claim for **delay compensation** (less than 15 minutes)
- **49%** of customers were **aware of the 'Delay-Repay'** scheme
- **76%** of customers were satisfied with the handling of their delay.

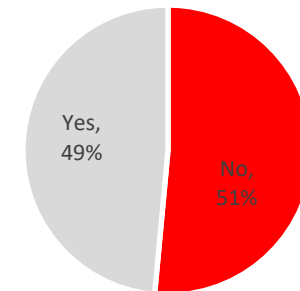
How long was the disruption?



Satisfaction of handling with disruption



Awareness of 'Delay-Repay'



Thank you

