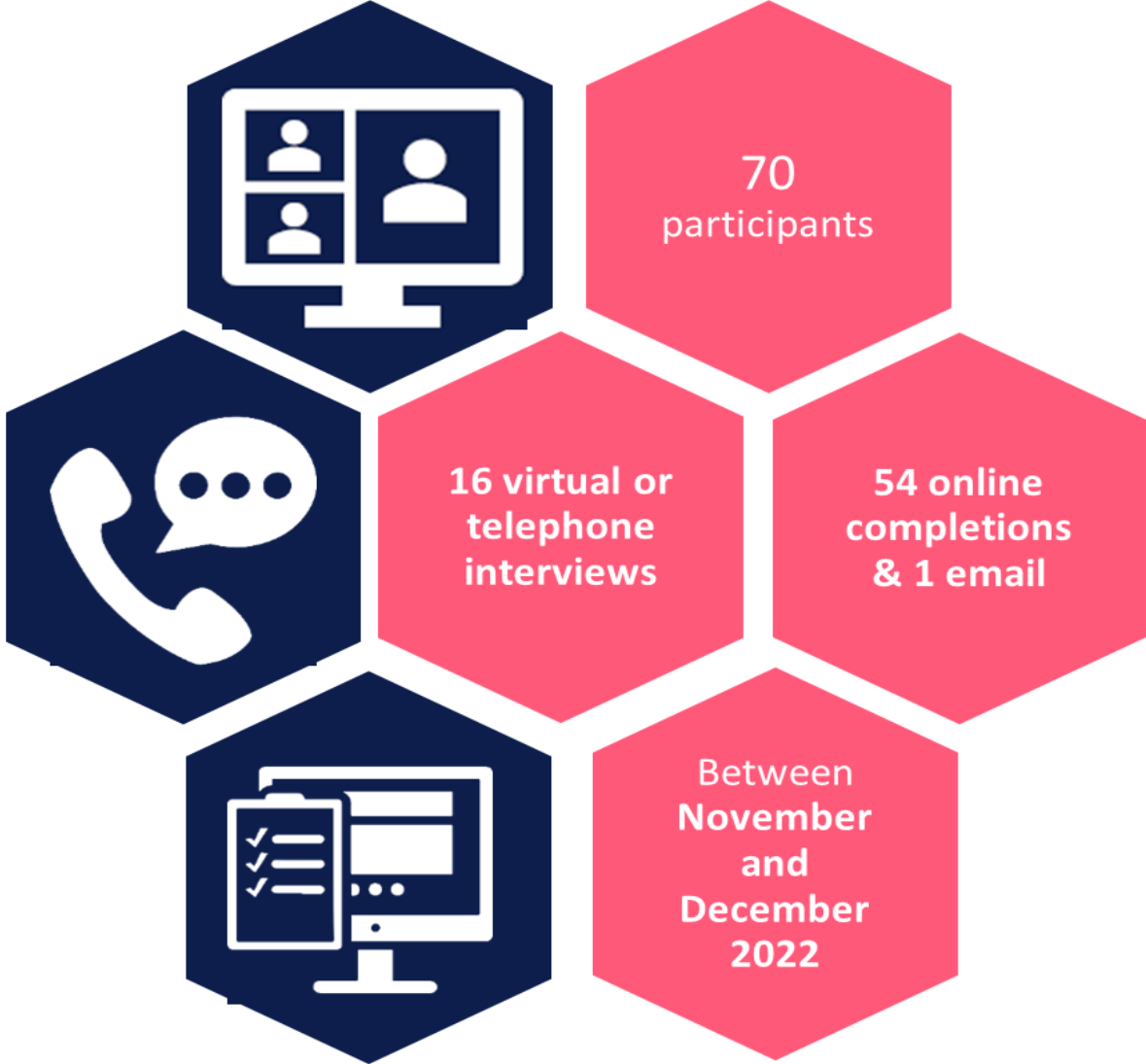


# Stakeholder research 2022-23

Report background and sample



# Overall Summary

## Perception

- Stakeholders most likely to use a negative word, most mentioned word Expensive
- Reliability still features highly in stakeholder mentions
- Good service remains a key strength
- Perception events handled well, strikes less so


## Partnership & Engagement

- Relationships are more likely to have deteriorated
- A high proportion of stakeholders do not feel engaged
- Stakeholders are unhappy about new timetable and service changes

## Communication

- Communication, quality of execution and timeliness rated average

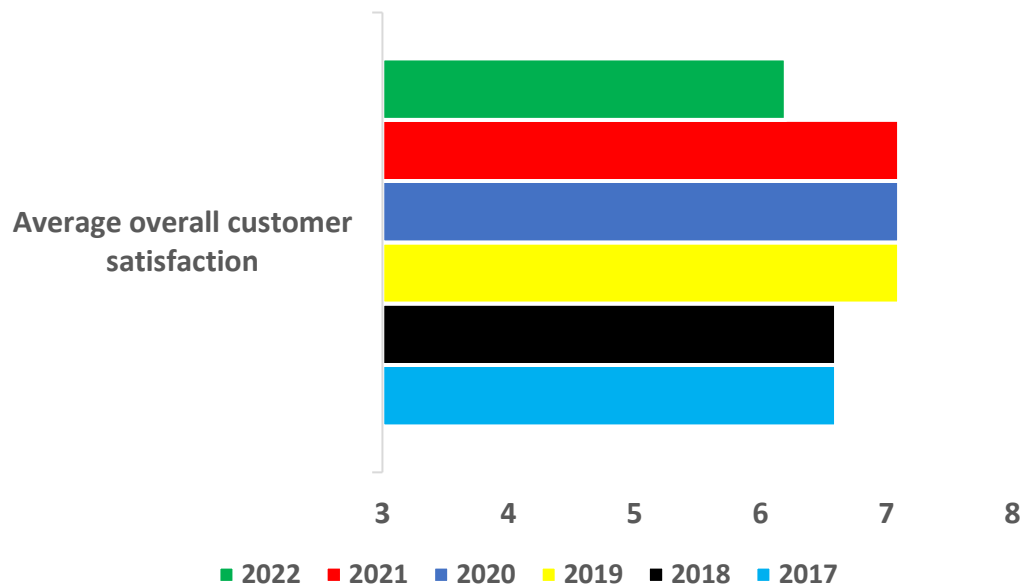
## Ticketing

- A number of stakeholders report issues with ticket machines 
- Digital tickets are not well understood
- Flexi-tickets appear little used or understood

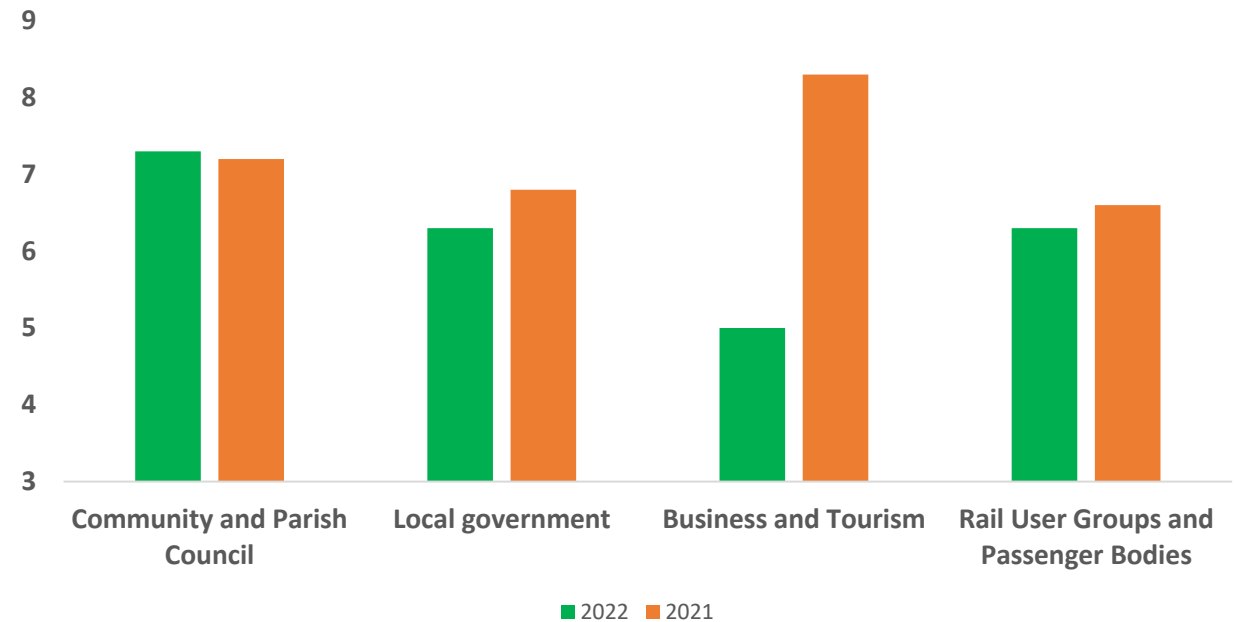
# Overall customer satisfaction dipped to an average 6.2

This was mainly due to strikes and the Dec 22 timetable and consultation

Overall customer satisfaction



Overall satisfaction by stakeholder group



Q: How would you rate your overall satisfaction with Southeastern, on a scale of 1 to 10. Where 1 is 'Not satisfied at all' and 10 is 'Completely satisfied'

# Action we are taking

