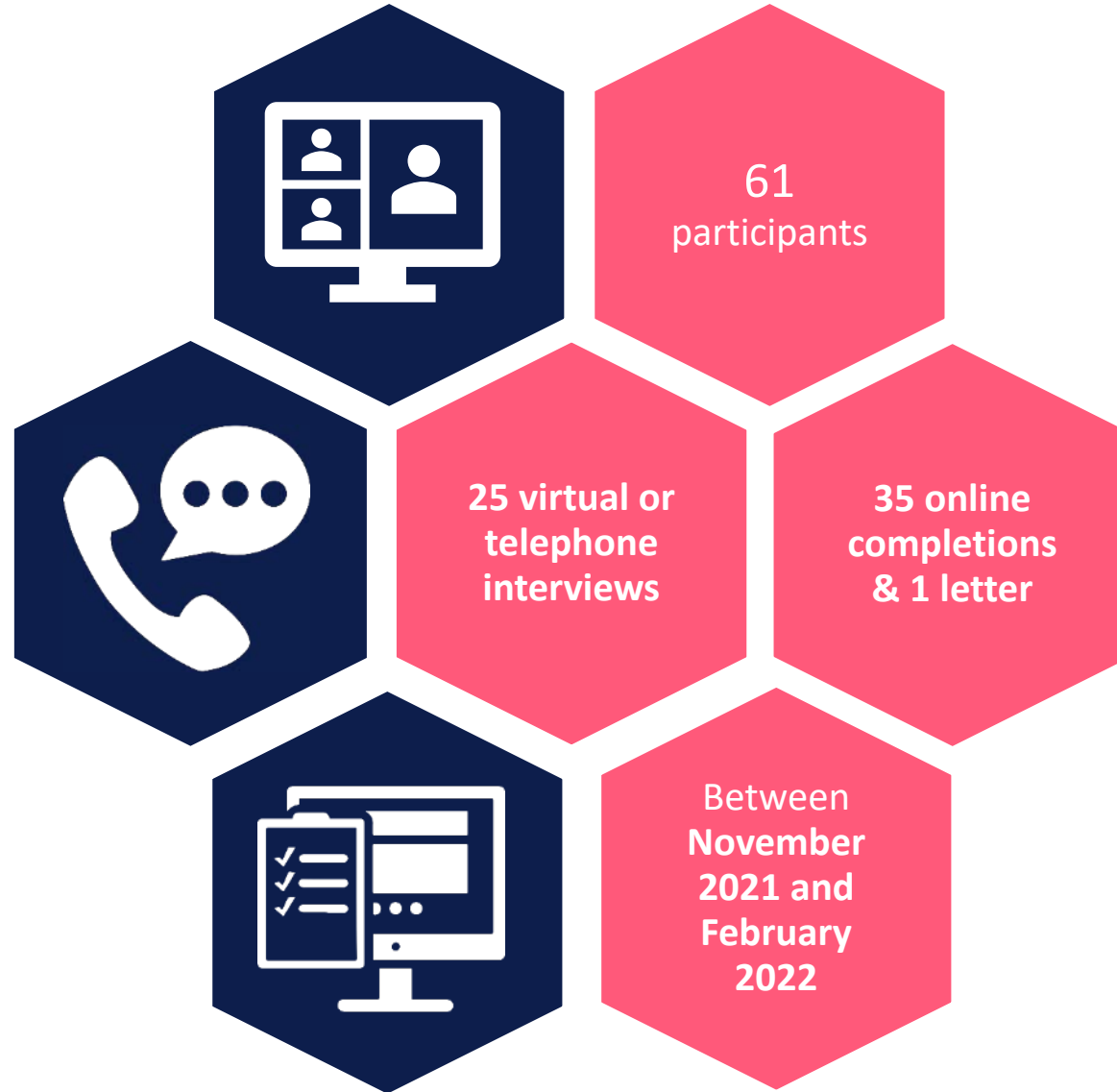


Stakeholder Research 2021/22

Report background and sample



Overall Summary



Perception

- Stakeholders most likely to use a positive word, 'Reliable' is the most mentioned word
- Moving to DOHL has not created a negative perception of Southeastern
- Stakeholders report perception has stayed the same



Partnership & Engagement

- Partnership and engagement is generally unchanged over the year
- Good service and staff come through strongly as strengths



Satisfaction & Ratings

- Satisfaction is at 7.1
- Performance is the same or lower than last year with Trust and Forward Looking scored lower



Service Areas

- Overall service area scores are mainly lower or the same with some small improvement areas
- Fares show a small improvement for some groups



Recovery from Covid-19

- Stakeholders feel Southeastern continues to respond well to Covid

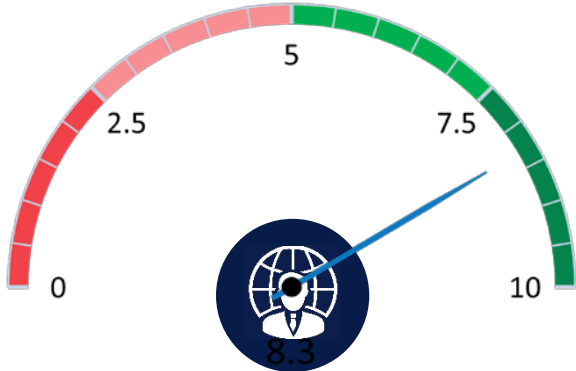


Reputation

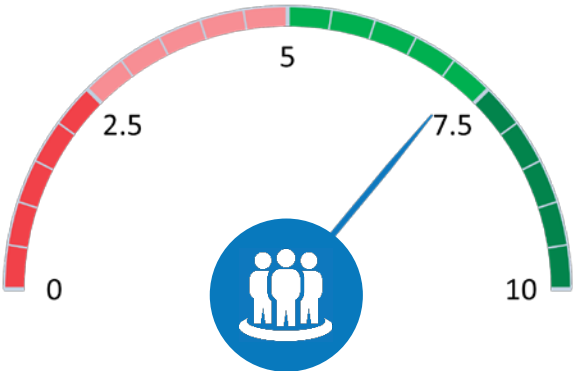
- Stakeholders are still most likely to speak highly of Southeastern, but fewer than in past years

Overall Satisfaction

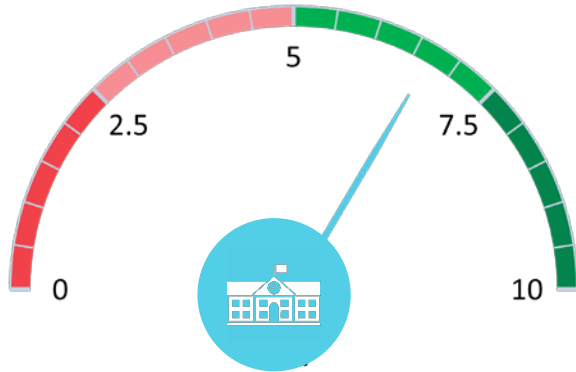
Business and Tourism stakeholders are most satisfied whilst Rail User Groups and Consumer bodies are least satisfied



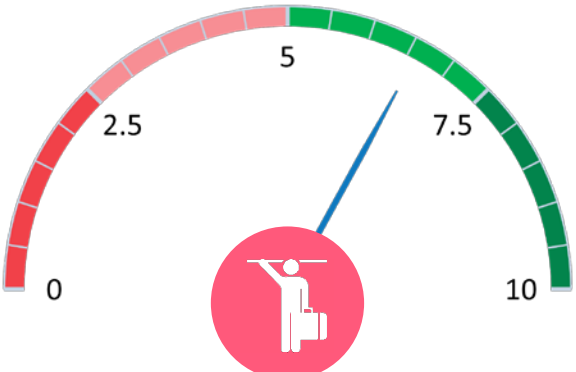
Business and tourism 8.3 (7.2 in 2020)



Community and Parish Council 7.2 (7.8 in 2020)



Local Government 6.8 (6.7 in 2020)



Rail user groups and Consumer Bodies 6.6 (7.5 in 2020)

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'.