

NEWS RELEASE

Merseyrail is First Train Operator to Win Customer First Accreditation

30 December 2013: Merseyrail has been awarded the 'Putting the Customer First' accreditation mark, the national standard for customer service. It is the first train operator to receive this plaudit and goldplates its commitment to improving the customer experience.

Assessors held meetings with over 70 members of staff from around the business, representing 10 per cent of the people in scope for assessment. They travelled extensively around the network to find out first-hand what it was really like to be a Merseyrail customer.

Ted Stone, chief executive of Customer First, commented: 'Merseyrail has adopted a business approach that puts its customers at the heart of everything it does. It is a great example of an organisation that genuinely puts its customers first.'

It was the rail operator's first attempt to be awarded this standard, which is valid for two years.

Maarten Spaargaren, Merseyrail's managing director, said: 'Providing an excellent experience to customers and ensuring that their journey is pleasant and hassle-free underpins all our work. Our results for passenger satisfaction are already the envy of the industry and achieving this accreditation is the icing on the cake.'

Councillor Liam Robinson, chair of Merseytravel, concluded: 'We are committed to providing the people of Merseyside with a first class rail service and customer service to match. I'm delighted that Merseyrail has been awarded the 'Putting the Customer First' accreditation mark, which recognises this commitment.'

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Notes to Editors:

- *Merseyrail carries ca 110,000 passengers per weekday*
- *Merseyrail scores for reliability and punctuality averaged over 95 per cent during the last 12 months*
- *We operate one of the most intensively used networks in the UK with more than 800 trains per weekday*
- *Merseyrail is a 50-50 joint venture between Serco and Abellio*
- *Merseytravel is the combined Passenger Transport Authority and Executive for Merseyside*
- *Network Rail is the owner and operator of most of the rail infrastructure in the UK*
- *For further information, contact Alice Owen on tel 0151 955 2131.*