

NEWS RELEASE**National Rail Passenger Survey
Merseyrail Enjoys High Scores Yet Again**

27 January 2015: Merseyrail has scooped a series of good scores in the National Rail Passenger Survey, autumn 2014, published today, including an overall satisfaction rating of 90 per cent. This is nine percentage points above the national average and four percentage points above the regional average. The poll is held bi-annually by independent consumer watchdog, Passenger Focus.

Other highlights

- 66 per cent of people polled were satisfied with the value for money of a price of a ticket – 20 percentage points above the national average
- 87 per cent of people polled were satisfied with the punctuality and reliability of services – 10 percentage points above the national average
- 94 per cent of people polled were satisfied with the frequency of trains on that particular route – 18 percentage points above the national average

Alan Chaplin, interim managing director of Merseyrail, commented: ‘Merseyrail is popular with passengers and NRPS’s latest set of results bears this out. But, there are a few areas where we could do better, so we’ll be working hard on those this year.’

This set of results follows our best ever score for train performance (PPM*) in period 10, which came in at 95.81 per cent. It is among the highest in the country and testament to the concerted efforts of Merseyrail staff and Network Rail. Fleet reliability is at an all-time high: scores for 2014 are 46 per cent up on 2013.

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 transport executive body and delivery arm of the city region’s Combined Authority*
- *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.*

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*PPM is the rail industry-wide benchmark that takes into account arrival times at final destinations, cancellations and stopping at all designated stops. Scores are published every four weeks.

Cllr Liam Robinson, chair of Merseytravel, concluded: 'It's encouraging to see that Merseyrail passengers remain among the most satisfied in the country. That is, in no small part, down to the services being locally managed and run through our partnership with Merseyrail.'

'We're obviously keen to understand what's led to the slight slippage in customer satisfaction. This will inform the wider work we're doing with Merseyrail to build on the success of the network to get even more people using it over the next five years and beyond.'

Ends

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