

STATEMENT

Merseyrail Scoops Top Regional Score in National Rail Passenger Survey Once Again

26 June 2015: Merseyrail has achieved an overall score of 91 per cent in the National Rail Passenger Survey, spring 2015, published yesterday, retaining the title as top regional performer. The figure is 15 percentage points more than the national average, six percentage points higher than the regional average, and one percentage point above the last poll in autumn 2014.

The bi-annual survey is conducted by independent consumer watchdog, Transport Focus, and is a respected industry barometer.

We achieved higher scores in well over half of the 37 comparable factors than in the previous survey (autumn 2014) and results were significantly higher than last autumn's in several areas related to staff on the train and information provided on the train.

***Other Highlights**

- Punctuality and reliability jumped five percentage points to 92 per cent
- The provision of information during the journey increased six percentage points from 81 per cent to 87 per cent
- The attitude and helpfulness of station staff rose two percentage points to 85 per cent
- The provision of information at stations is 90 per cent, a percentage point rise

***These scores are vs autumn 2014 results**

Alan Chaplin, managing director of Merseyrail, commented: 'This is another great set of results, and it's especially pleasing to see that we're doing better at communicating on the train with customers. There are still some factors where we should be seeing higher scores though, particularly in areas related to stations, which we'll be looking at now. Moorfields, one of our biggest stations on the network, is currently being refurbished, and I'm confident the improvements there will make a big difference to passengers once it re-opens next year.'

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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Cllr Liam Robinson, chair of Merseytravel, added: ‘These figures are very encouraging and show that the close working relationship between Merseytravel and Merseyrail continues to deliver. The network consistently performs well on punctuality and reliability, giving the people of Merseyside a high quality service.’

The latest figures follow strong results for train performance, known as PPM (public performance measure). In the last period, our score was 96.1 per cent, the joint highest in the country, which we attribute to the continued hard work of our staff and Network Rail, as well as the ever improving partnership arrangements we have in place.

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.

Ends

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