

MEDIA STATEMENT

Merseyrail Tops National Rail Passenger Survey

- **93 per cent for overall satisfaction**
- **Merseyrail passengers are the most content for value for money of ticket prices**
- **Merseyrail was awarded the joint highest score for punctuality and reliability**

27 January 2015: Merseyrail has been awarded 93 per cent, the highest overall score among all franchised rail operators in the latest National Rail Passenger Survey (autumn 2015) released today. This figure is ten percentage points above the national average and our joint best overall satisfaction score for the autumn.

With Merseyrail fares among the lowest in the country, 69 per cent of people polled said they were satisfied with value for money of ticket prices. This is the best score in the country and more than 20 percentage points above the national average. Similarly, we achieved 93 per cent, for punctuality/reliability, which is the joint highest score and 15 percentage points above the national average. Our scores for the five over-arching measures of satisfaction were the highest nationally, as well.

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

Other highlights:*

- Overall satisfaction with the train jumped seven percentage point to 93 per cent
- Provision of information about train times and platforms rose three percentage points to 92 per cent
- Upkeep and repair of trains increased by 14 percentage points to 87 per cent

*** These scores are vs autumn 2014**

Jan Chaudhry-van der Velde, managing director of Merseyrail, commented: 'These encouraging results are thanks to our partnership with Merseytravel and the hard work of our staff to improve the customer experience. As we enter the second half of the

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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concession, we will continue to invest in the network and make further enhancements throughout.'

Cllr Liam Robinson, chair of Merseytravel, added: 'It's great to see that customer satisfaction for Merseyrail has been rated the highest in the country, which we believe reflects the success of our local management of the concession. With Merseyrail, we can develop services that meet local need, encompassing planning a network for the future, being responsive and getting people to and from big events safely and efficiently.'

'While we're really pleased by the results, we're not going to rest on our laurels. We'll continue to work together to improve rail services and to encourage more people to take advantage of one of the best performing networks in the country.'

Train performance, known as PPM (public performance measure), for the last period was 95 per cent. It was one of the highest scores in the country and six percentage points above the national average. 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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