

## STATEMENT

17 January 2017

### **Merseyrail Tops Which? Train Survey**

Merseyrail has once again topped the Which?'s annual rail survey, securing 72 per cent for overall satisfaction. This is the second time that Merseyrail has scooped the highest score in this poll.

The survey comprises \*eight categories, with a maximum of five stars awarded in each. Merseyrail was awarded five stars for both reliability and frequency and four stars for reported punctuality, seat availability, standing space, carriages and value for money.

Jan Chaudhry-van der Velde, Merseyrail's managing director, commented:

'Merseyrail is a high performing train operator, consistently topping industry indicators for reliability, punctuality, operational safety and customer satisfaction. Local transport authority Merseytravel manages our 25-year concession, and it's these devolved arrangements, as well as the relatively long length of the franchise, which contribute significantly to that success.'

In the last National Rail Passenger Survey (spring 2016), Merseyrail achieved the highest score among regional operators, securing 90 per cent for overall satisfaction. This poll revealed that Merseyrail customers were the happiest in the country for value for money for the price of a ticket.

**Ends**

\*The eighth category was toilets, which does not apply to Merseyrail, as there are no toilets on board our trains.

#### **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.*