

## **Latest rail satisfaction scores highlight passengers' deepening dissatisfaction**

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As satisfaction declines, the independent watchdog calls for industry and government to boost the passenger voice in decisions around getting trains on time versus running more services.

Anthony Smith, chief executive of the independent watchdog Passenger Focus, said: "Rail passengers' satisfaction is driven by getting trains on time. Many are being let down - fare increases, billions in government investment and promises of improvement don't seem to be delivering change on the ground. The high profile disruption after Christmas and at London Bridge will only have added to the gloom."

The National Rail Passenger Survey asked more than 27,000 passengers what they thought of their most recent journey. Some key findings were:

- highest-scoring operators were Heathrow Express and Grand Central, both with 94 per cent satisfaction, and Chiltern (91 per cent)
- lowest-scored were Govia Thameslink and Southern (both with 77 per cent) and Southeastern (74 per cent)
- Southeastern's overall satisfaction score fell 11 per cent compared to a year ago
- Cross Country's overall satisfaction score dropped 4 per cent in a year.

Anthony added:

"Passengers do not care who is to blame for things going wrong and for some of them the timetable is a work of fiction. If it really is the case that better day-to-day performance can't be achieved, then an honest, open debate is now needed so that passengers might be able to trust the promises made by the industry again."

The watchdog has analyzed recent industry data on performance – this clearly shows how patchy performance is in some areas.