

Decline in satisfaction is a 'sober reminder'

Rail industry responds to latest National Passenger Survey

CUSTOMER SERVICE

Rail Delivery Group director general Michael Roberts has described the latest National Passenger Survey results as a "sober reminder that the industry can never be complacent on the issues that matter to passengers" after a significant drop in passenger satisfaction.

The autumn 2013 survey showed that overall satisfaction had fallen from a record 85% the previous year to 83%. It coincided with a large fall in punctuality from 91.7% in autumn 2012 to 90.7% in autumn 2013. Satisfaction with punctuality fell from 83% to 79%; satisfaction with value for money

from 47% to 45%; and satisfaction with how operators handle delays from 44% to 40%.

However, Passenger Focus highlighted the variation in satisfaction between different operators rather than the overall fall in making its headline points about the survey.

"There are gaps of around 20% between the best and worst-performing services," David Sidebottom, acting chief executive of Passenger Focus, said. "Although generally satisfaction has remained fairly high over the

"We want to see a more consistently high level of service"
David Sidebottom

last five years, we want to see a more consistently high level of service for passengers, wherever they may be travelling to and from."

Overall satisfaction between the best and worst performing franchised operators varied between 93% at Merseyrail and 76% at Southern (which experienced a 5% fall), while satisfaction with how operators handled delays varied from 65% at East Coast to 30% at London Overground.

Passenger Focus said the overall fall in satisfaction for dealing with delays was particularly disappointing "considering the amount of work that has gone into helping operators better manage and communicate during delays". ■

OVERALL SATISFACTION (%)

National Passenger Survey,
Passenger Focus (Autumn 2013)

TOC	%
Heathrow Express	96
Grand Central	95
Merseyrail	93
c2c	92
Chiltern Railways	91
East Coast	91
Virgin Trains	91
London Overground	89
Heathrow Connect	88
ScotRail	87
Arriva Trains Wales	86
CrossCountry	86
East Midlands Trains	86
First Hull Trains	86
First TransPennine Express	85
London Midland	84
Southeastern	84
National performance	83
South West Trains	81
First Great Western	80
Greater Anglia	80
First Capital Connect	79
Northern Rail	78
Southern	76