

# UK Rail Summit 13 September 2017

## Is rail franchising working?

Anthony Smith

**Chief Executive**

# Why franchise?

- Heathrow Express 97% overall satisfaction
- Hull Trains 97% overall satisfaction
- Grand Central 94% overall satisfaction
- Chiltern Railways 92% overall satisfaction
- Virgin Trains 91% overall satisfaction
- Scotrail 90% overall satisfaction



Chiltern Railways

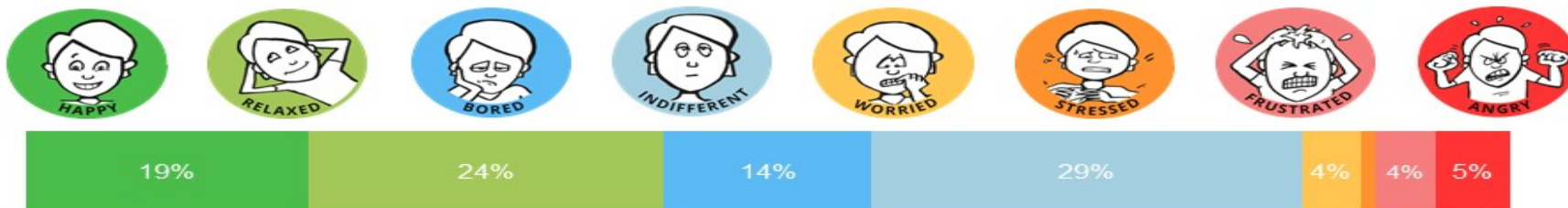


# What do rail passengers want – how did it make you feel?

## Waterloo upgrade passenger survey

Update on journeys made between 31 August and 5 September

Which of these images best captures how you feel about the most recent journey you made?



*'Train times are back to normal timetable and ran to time.'*

*'Things seem to have got back to normal at Waterloo which is good to see. My train this evening and this morning was on time..'*

*'All the works have 'finished', but now the trains are as full as before and not leaving the station on time. And no free ice cream..'*

*'A little disappointing that everything wasn't ready but it was not a disaster.'*

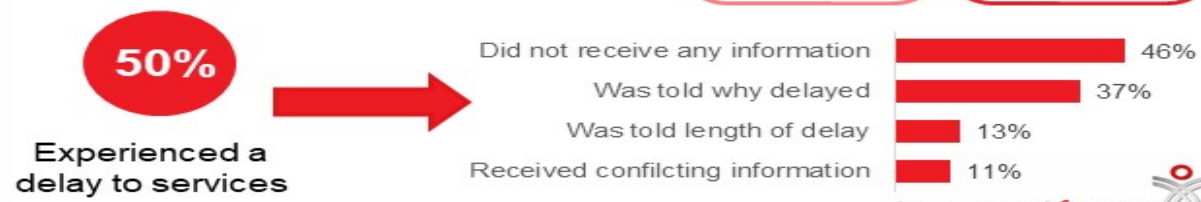
*'Given poor performance who knows if a train is even going to turn up. Cannot rely on timetable..'*

*'Yet again trains cancelled or delayed. Website doesn't work, information boards out of action, people at station have no idea even what train was due in next.'*

*'I deliberately avoided using SW Train during their so called upgrade works for 3 weeks, then the 1st day back from holiday on 29 August, the services was just shambolic.'*

**75%** 'I had a seat'

**18%** 'The train felt very crowded'

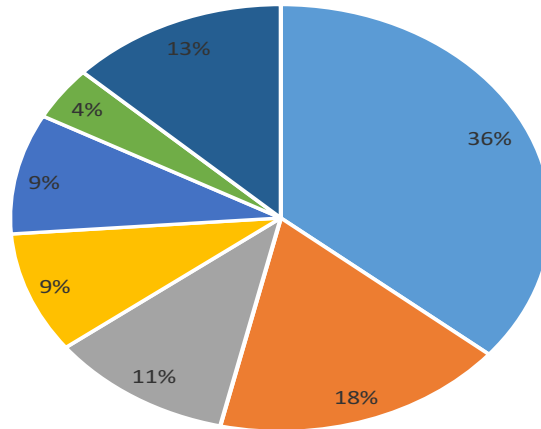


Base: 174 South Western Railway users

# What do rail passengers want – drivers of satisfaction?

- Identifies which of the station and train factors are most important in determining overall customer satisfaction and dissatisfaction.

Chart below shows drivers of satisfaction (% of overall sat explained by factor)  
NRPS autumn 2016/spring 2017. All factors that account for at least 4% are included.

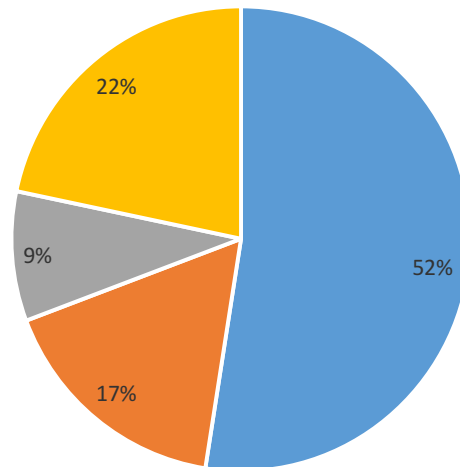


■ Punctuality/reliability ■ Cleanliness inside train ■ Journey length ■ Comfort of the seats/seating area ■ Frequency of trains on that route ■ Overall station environment ■ Others

Note: There were a few changes to the list of station and train factors between autumn 16 and spring 17. As two waves of data are needed to include a factor, it was not therefore possible to include all station and train factors when running the analysis for this wave only. This means, for example that factors related to crowding could not be included. Some caution is therefore needed when looking at this analysis this wave.

# Key drivers/multivariate analysis (cont'd)

Chart below shows drivers of dissatisfaction (% of overall dissat. explained by factor)  
NRPS autumn 2016/spring 2017. All factors that account for at least 4% are included.



■ How well train company dealt with delay ■ Punctuality/Reliability ■ Journey length ■ Others

Note: There were a few changes to the list of station and train factors between autumn 16 and spring 17. As two waves of data are needed to include a factor, it was not therefore possible to include all station and train factors when running the analysis for this wave only. This means, for example that factors related to crowding could not be included. Some caution is therefore needed when looking at this analysis this wave.

# What do rail passengers want – priorities for improvement?

