UK Rail Summit 13 September 2017
Is rail franchising working?

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Chief Executive

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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

Heathrow Express
The smarter way

Hull Trains

Chiltern Railways

ScotRail
Scotland's Railway

GRAND CENTRAL

Virgin trains

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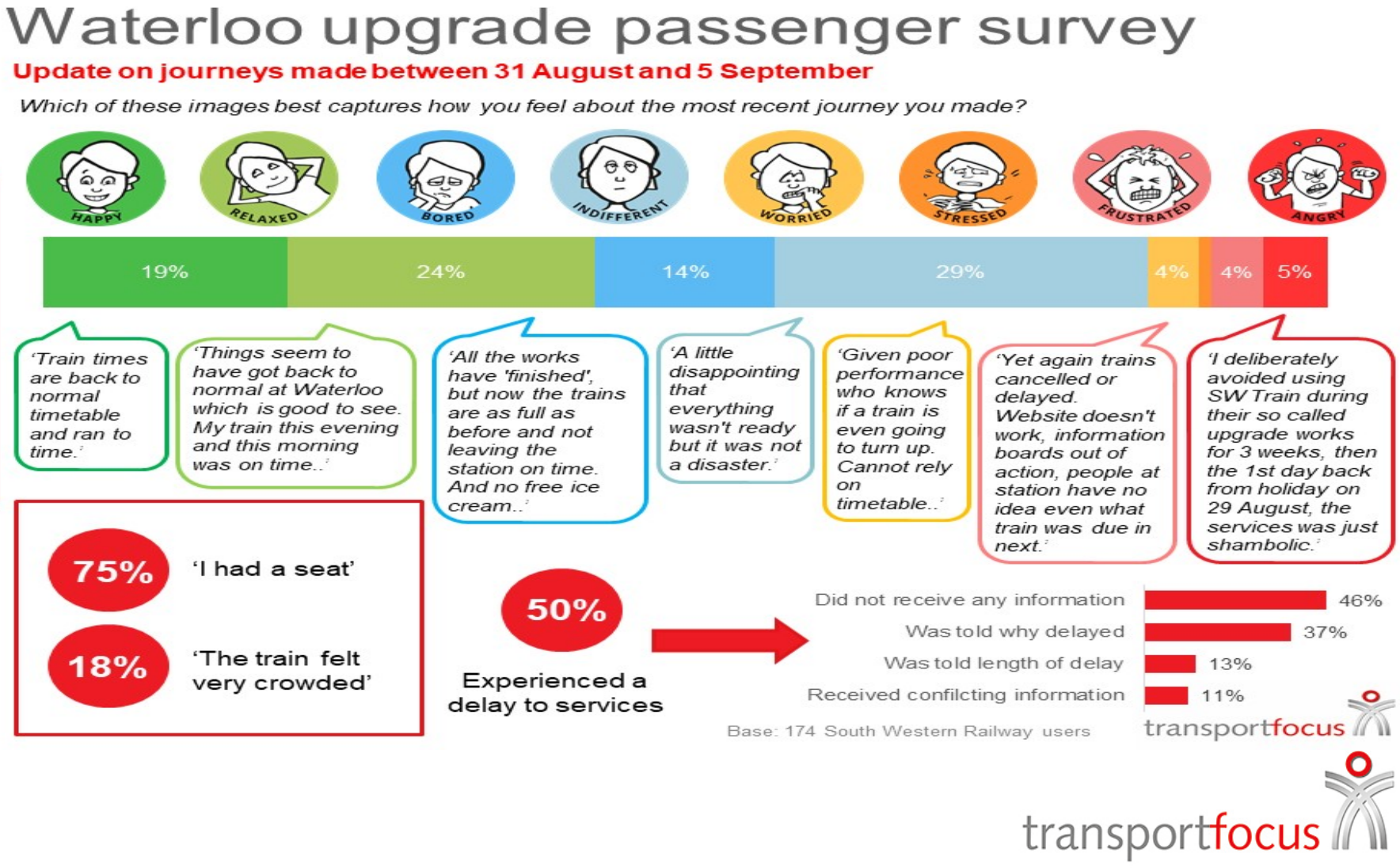
What do rail passengers want – how did it make you feel?



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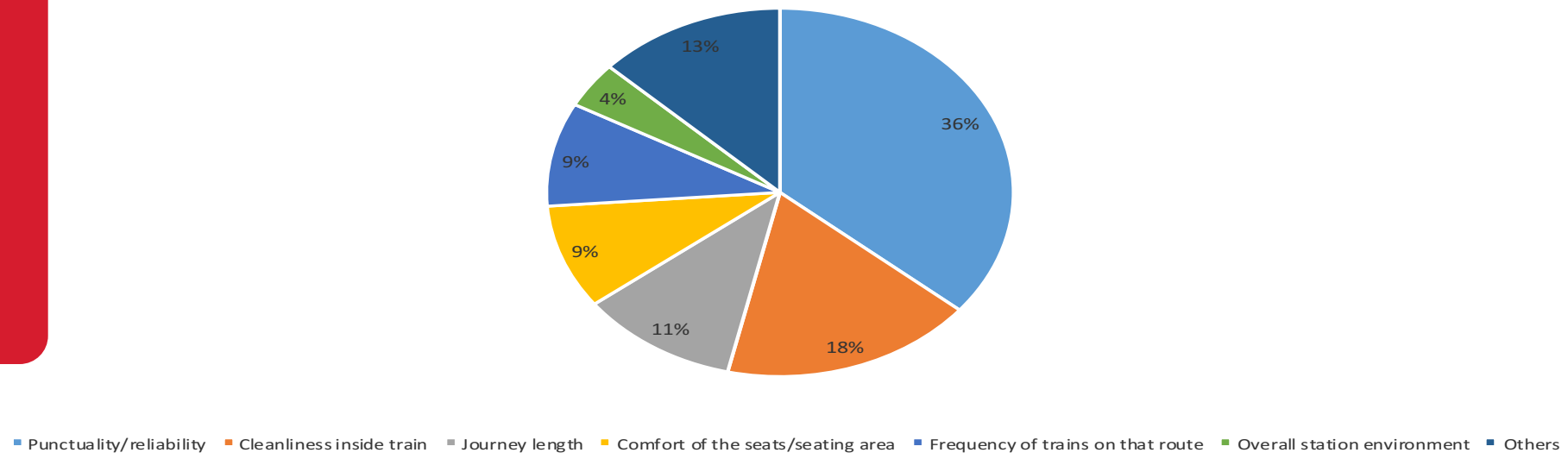
What do rail passengers want – drivers of satisfaction?

- 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.



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.

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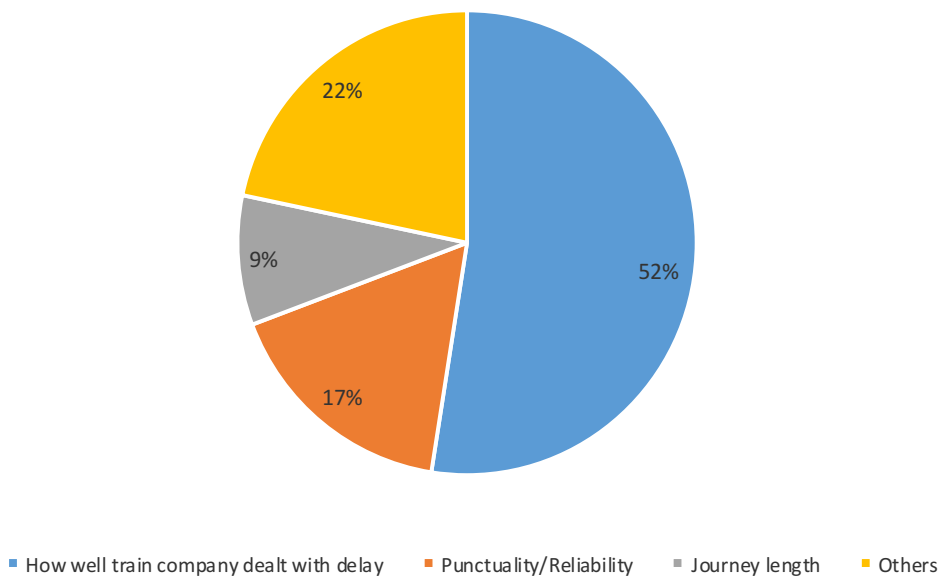
Key drivers/multivariate analysis (cont'd)

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.



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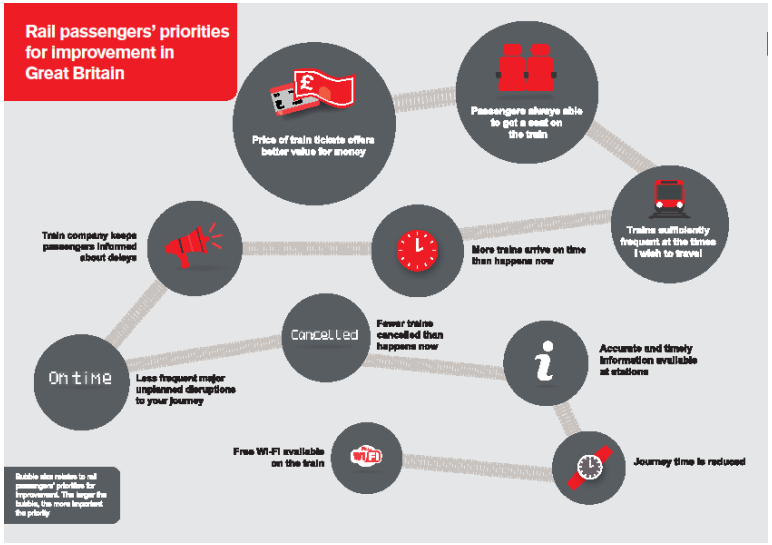
What do rail passengers want – priorities for improvement?



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