

NEWS RELEASE**29 January 2013****For immediate release****Merseyrail Remains Best Regional Operator**

- **Achieved 92 per cent for passenger satisfaction**
- **Scored 7 per cent above the national average**
- **Joint top for overall station environment**
- **Liverpool Central station jumped 40 per cent to 96 per cent**

Merseyrail, a joint venture between Serco and Abellio, secured the highest score among all regional train operating companies for overall satisfaction in the National Passenger Survey (autumn 2012) published today. The bi-annual survey was conducted by Passenger Focus, the independent consumer watchdog.

Merseyrail's figure of 92 per cent was 6 per cent above the regional average and 7 per cent higher than the national average. Eighty-three per cent of people who responded to the poll were satisfied or very satisfied with our station environment. This is the joint highest overall score.

Notes to Editors:

- *Merseyrail carries approx 110,000 passengers per weekday*
- *Merseyrail scored 94 per cent for punctuality in the last 4-weekly public performance measurement*
- *Merseyrail is 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 combined Passenger Transport Authority and Executive for Merseyside*
- *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 702 1684*

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Liverpool Central rose from 69 to 96 per cent for satisfaction following the £20 million refurbishment carried out by Network Rail and Merseytravel in 2012. With 18 million passengers per year and a 40 per cent increase expected by 2020, Central is the busiest underground station outside London.

Further Findings

- Achieved the highest score for satisfaction with fares
- Top for security at stations
- Score for punctuality/reliability was 9 per cent above the national average

NB These are all in comparison with UK train operating companies

Maarten Spaargaren, Merseyrail's managing director, said: 'The needs of customers are at the forefront of all the work we do, and we're pleased that so many of them are happy with the service they receive.'

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'It is heartening that our Travel Safe policy implemented a year ago has meant that passengers feel safer than ever before and that there have been significant rises in several other areas, including cleanliness and providing information. We are determined to ensure that the customer experience on our trains and at our stations continues to be a very positive one.'

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