NetworkRail

Asset Protection & Optimisation
Customer Satisfaction Scores
Q3 - 2020

Introduction

Network Rail's Route Asset Protection & Optimisation teams have been going through a transformational change to improve consistent delivery to external companies working near the railway.

Part of this change has seen the introduction of a customer satisfaction survey that has been sent out to all customers that have interacted with Asset Protection & Optimisation teams over recent months.

The initial results of these surveys are outlined in this reporting pack.

Over the coming months the data received will build and the reporting will evolve to give us robust baseline data to set targets for each Route business as well as develop continuous improvement plans based on our customers feedback.

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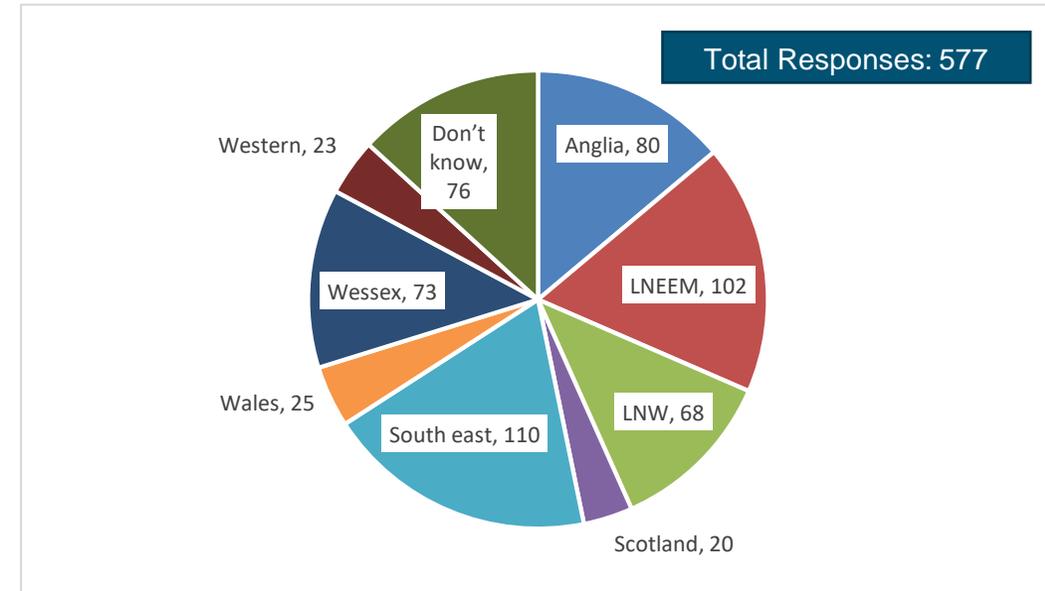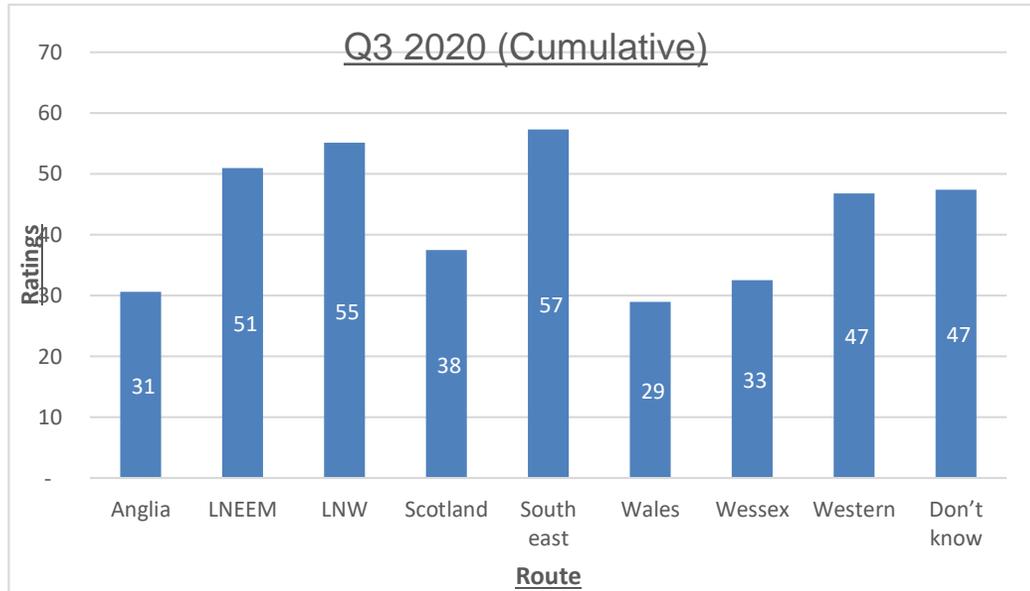# Review of ASPRO Customer Satisfaction Survey

- Now that the ASPRO customer satisfaction survey has been in place for almost 12 months we have taken the opportunity to review the question set, process and scoring methodology to ensure we are continually improving. As part of this review we have revised the scoring methodology to give a more representative reflection of the data being received from our customer. Below is the revised scoring method:

Are you satisfied?	Original	Revised
Strongly Agree	100%	+75
Agree	66%	+25
Disagree	33%	-25
Strongly Disagree	0%	-75

- We have recalculated the previous quarterly reporting to show a like for like comparison.
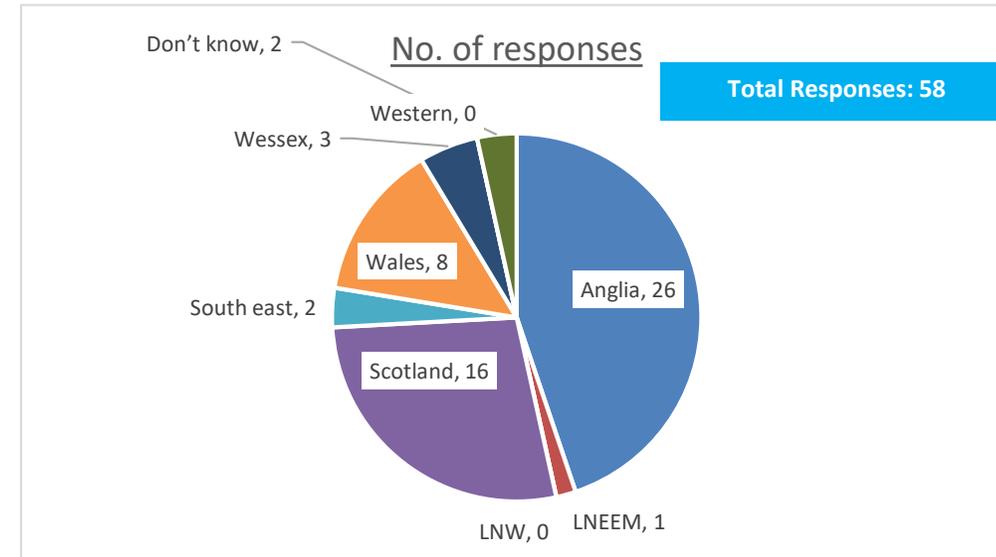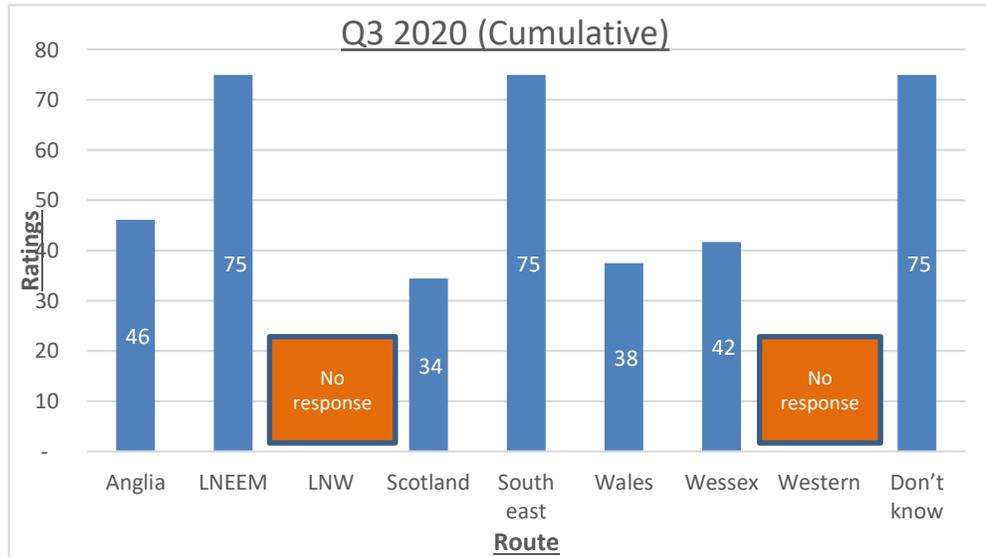
Q3 Customer Satisfaction with ASPRO (Outside Party)

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Q3 2020 (Cumulative)

Route	Rating
Anglia	31
LNEEM	51
LNW	55
Scotland	38
South east	57
Wales	29
Wessex	33
Western	47
Don't know	47

Total Responses: 577

Pie chart: Anglia, 80; LNEEM, 102; LNW, 68; Scotland, 20; South east, 110; Wales, 25; Wessex, 73; Western, 23; Don't know, 76

- The scores are based on 577 responses received up until end of Q3 i.e. 30th September 2020.
- **Overall** we are tracking at an average score of **+46**
- Please refer to Sources & definitions slide for more detail on scoring methodology.

Q3 Customer Satisfaction with ASPRO (Third Party)

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Q3 2020 (Cumulative)

Chart — Ratings by Route:
- Anglia: 46
- LNEEM: 75
- LNW: No response
- Scotland: 34
- South east: 75
- Wales: 38
- Wessex: 42
- Western: No response
- Don't know: 75

(Y-axis: Ratings, 0–80; X-axis: Route)

No. of responses

Total Responses: 58

Pie chart:
- Don't know, 2
- Western, 0
- Wessex, 3
- Wales, 8
- South east, 2
- Scotland, 16
- Anglia, 26
- LNW, 0
- LNEEM, 1

- As we are at the beginning of the journey of ASPRO teams supporting third party projects the current level of data is limited. As the teams being to support more third party projects the volume of feedback will increase and the graphs will show a more realistic representation.
- The scores are based on **58 responses** received up until end of Q3 i.e. 30th September 2020.
- As we endeavour to gather as many responses to the surveys as possible, there is no data for LNW and Western routes at this stage.
- **Overall** we are tracking at an average score of **+44** which suggests that **3rd Party** customers are generally satisfied with our service as we strive to achieve a maximum score of +75.

Sources and Definitions

Graph	Source	Definitions
ASPRO Customer Satisfaction	Responses from Customer Satisfaction surveys sent out by ASPRO teams to their external customers For 3rd Party surveys, data from 5 surveys i.e. Agreement, Design, Delivery, Construction, Completion is captured	This is an overall response from each ASPRO team in answer to the question "Overall, I was satisfied with the service offered by the ASPRO team within Network Rail"
No. of responses by ASPRO team	Responses from Customer Satisfaction surveys sent out by ASPRO teams to their external customers	The total number of customer satisfaction surveys completed by external customers