

In 2021/22 this metric is included in the regional comparison scorecard and the region scorecard for North West & Central.

Please note that Wavelength does provide insight on some aspects of the station experience which we are currently using to support our internal monitoring in this area. However, Wavelength does not provide the ability to drill down to a specific station level as this is an industry-wide measure within Wavelength and respondents specifically at managed stations remain too low to report using data from Wavelength. Pending any output from NRPS in 2021/22, we are working with Regional teams to identify interim measures to measure passenger satisfaction at managed stations, including use of Viewpoint devices currently in place across all of our stations. These devices provide passengers with an additional way of answering surveys. We have also introduced a social media report which provides a Passenger Sentiment Score for our stations and we are exploring further options such as mystery shopper in the interim until NRPS/Wavelength can provide the relevant passenger satisfaction data.

Impact of the change

In line with ORR's Managing Change policy, as clarified through the Managing Change Protocol, we have determined that this change is a level 3 change because it impacts the calculation of a metric on the regional comparison scorecard. We are therefore seeking ORR's opinion on this change.

In relation to this measure, ORR's Final Determination also required that Network Rail reports NRPS results for passenger satisfaction in comparison to previous years. We will continue to report this in our Annual Return data tables when data is available from Transport Focus and will engage with your teams if there is any risk to providing this. For the avoidance of doubt, this change does not impact safety.

Please contact me if you have any questions about this letter or require any further information.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Caroline Murdoch', written in a cursive style.

Caroline Murdoch
Director, Corporate Communications