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Director, Planning and Performance (ORR)



Assad Parvez
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(Network Rail)

Sent by Email

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Dear Assad

ORR's response on the Managing Change Proposal to replace the Wavelength Customer Satisfaction metric with the new Rail Customer Experience Survey metric.

Thank you for submitting the proposal to use the new Rail Customer Experience Survey (RCXS) as the basis for customer satisfaction supporting measures. We have reviewed the case and set out our conclusions below.

We agree that the introduction of the RCXS represents a Relevant Change, as it materially changes how customer satisfaction will be measured. We note that you have classified it as a Consulted Change, given that it involves replacing existing supporting measure methodology. We are content that, in this instance, the change will not undermine the settlements of Network Rail Business Units. The change will support transparency about Network Rail's performance with respect to customer satisfaction.

RCXS has a sample size over twice as large as Wavelength. It runs continuously across the whole rail network, creating a framework and comparable benchmarks for measuring passenger satisfaction. The existing Wavelength reporting provisions had been continued in parallel, in order to review the collated data and support the formulation of accurate and realistic baseline performance forecasts for the remaining years of CP7.

Based on the evidence provided, we support the proposal to replace Wavelength with the new RCXS measure, and the proposed customer satisfaction survey methodology changes.



We also recognise your commitment to safeguarding accurate and informed comparisons of past and future customer satisfaction metrics by making these changes explicit in your reporting.

In line with the Managing Change Policy, we will now publish this response.

Yours sincerely

Feras Alshaker

Director, Planning and Performance