



Asset Protection & Optimisation
Customer Satisfaction Scores
Q1 - 2019



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.

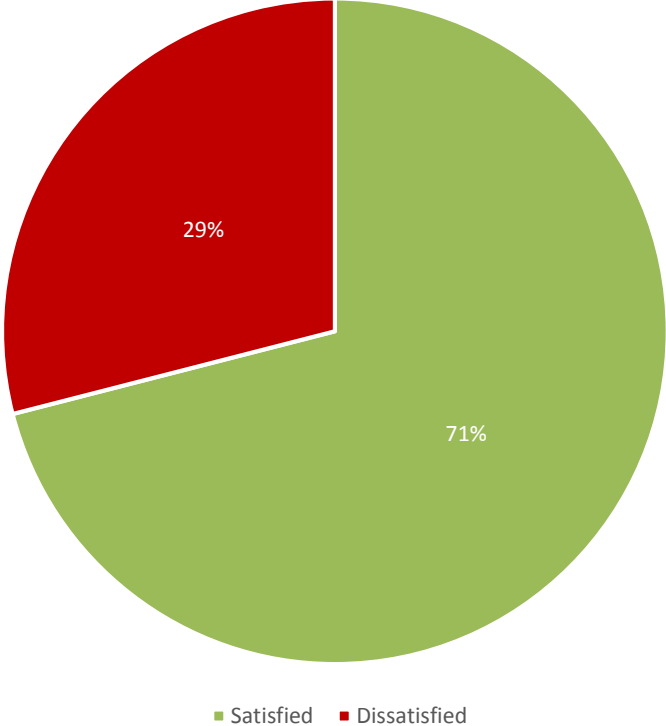
Over the coming months the data received will build and the reporting will evolve to give us robust baseline data to set targets for each Route business as well as develop continuous improvement plans based on our customers feedback.



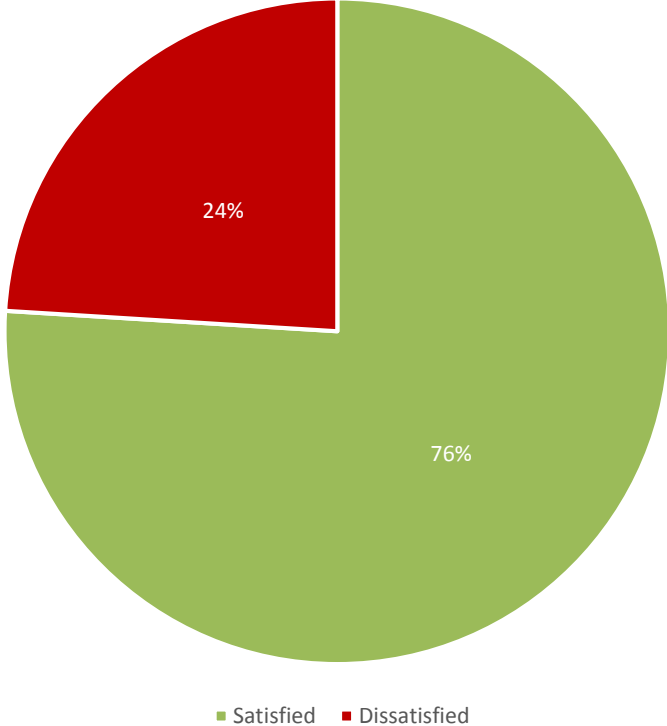
Overall Customer Satisfaction with route ASPRO teams



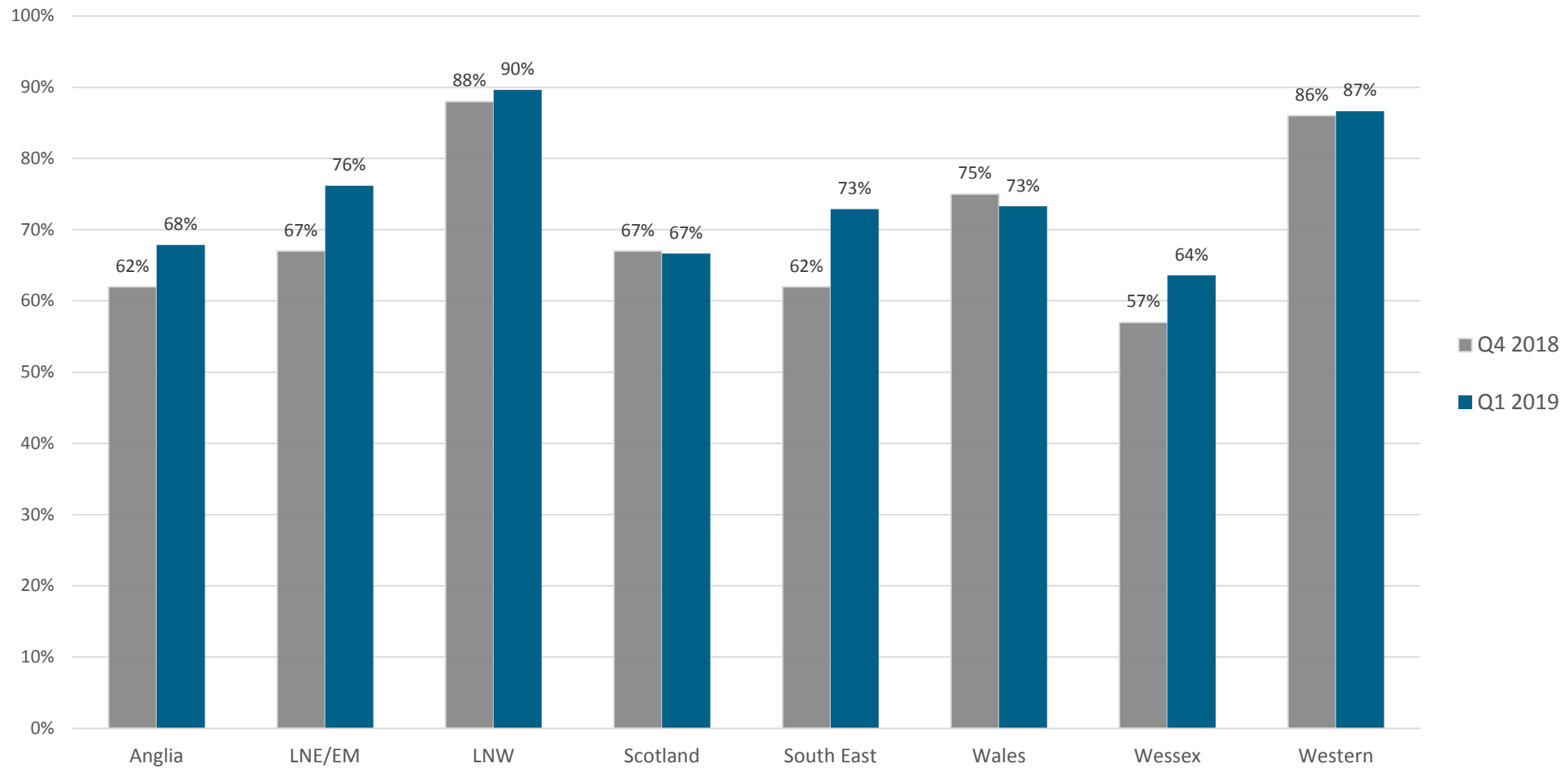
Q4 2018



Q1 2019



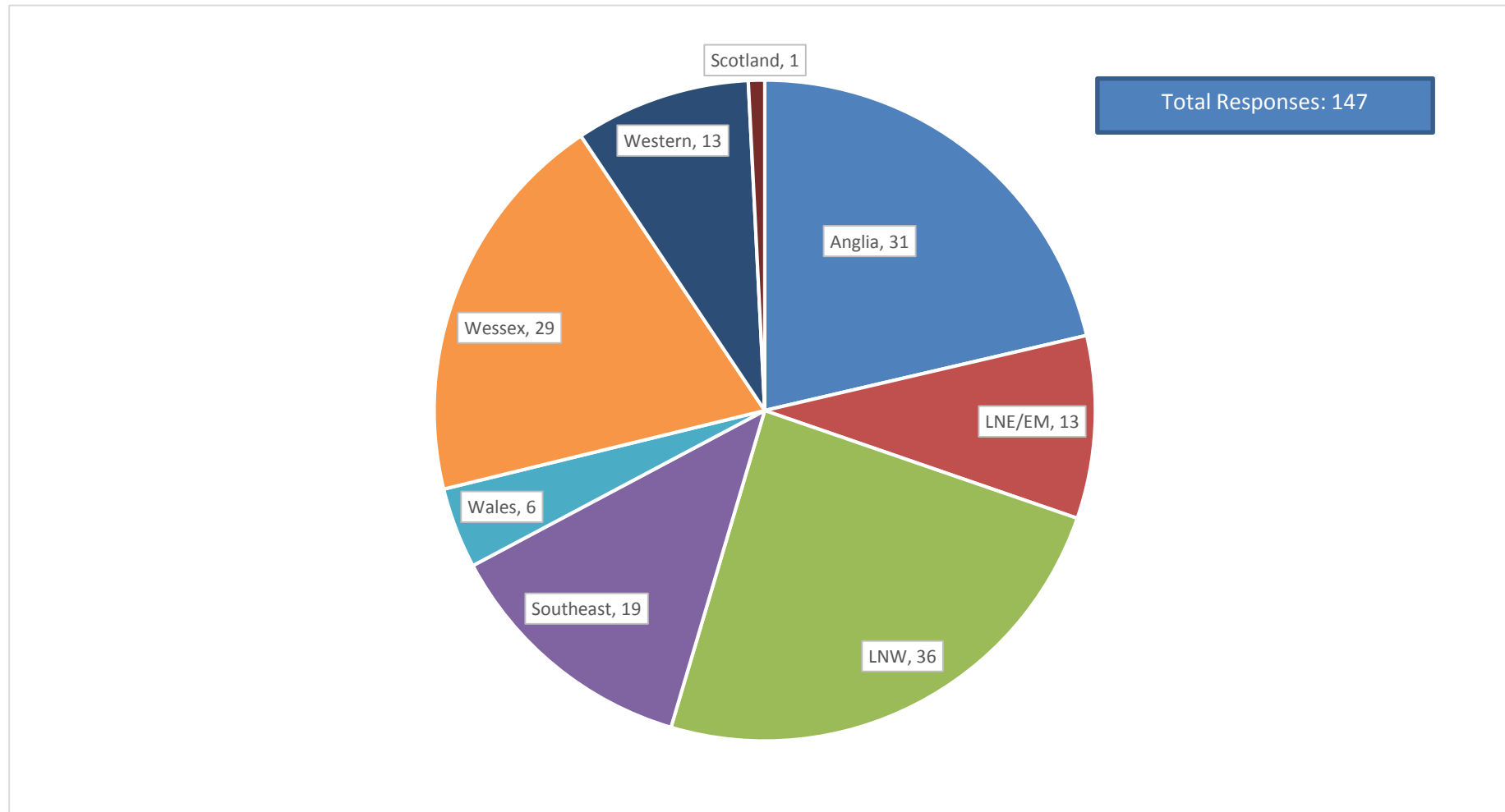
Satisfaction Level with ASPRO by route



Satisfaction scores for Anglia, LNE/EM, LNW, South East, Wessex and Western have improved since Q4 2018.



No. of responses to surveys by route



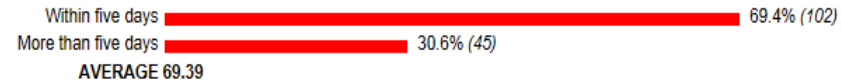
*No. of surveys completed by Outside Party customers in Q1 2019



Customer Survey 1 of 2

On initial enquiry, the ASPRO team responded to me in written format within five working days with a contact to support me

RESPONSES: 147



Within 15 working days from initial enquiry, the ASPRO team engaged with me to explore my requirements

RESPONSES: 147



The ASPRO team fully explained the potential costs of the work and why it's required

RESPONSES: 147



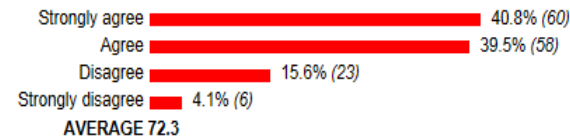
I had the agreement process explained to me before my work took place

RESPONSES: 147



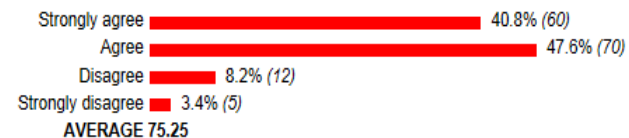
All documents requested from me were reviewed in a timely and professional manner

RESPONSES: 147



I was able to agree a time with Network Rail for when I could carry out the works

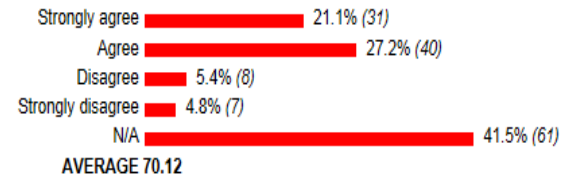
RESPONSES: 147



Customer Survey 2 of 2

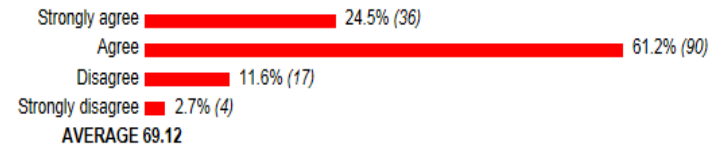
If escalation was required, the ASPRO team responded within acceptable timeframes

[SURVEY ORDER](#) [NETT](#) RESPONSES: 147



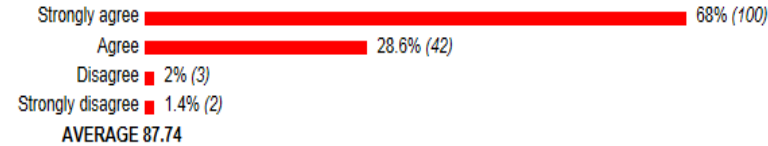
I was satisfied with Network Rail's billing process

[SURVEY ORDER](#) [NETT](#) RESPONSES: 147



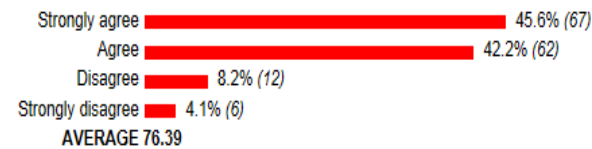
The staff I dealt with were polite, courteous and professional

[SURVEY ORDER](#) [NETT](#) RESPONSES: 147



Overall, I was satisfied with the service offered by the ASPRO team within Network Rail

[SURVEY ORDER](#) [NETT](#) RESPONSES: 147



Do you have any other comments?

[VIEW](#) WRITE-IN RESPONSES: 81

Would you like someone to contact you in relation to this survey and your experience?

[SURVEY ORDER](#) [NETT](#) RESPONSES: 147



Sources and Definitions

Graph	Source	Definitions
Overall Customer Satisfaction	Responses from Customer Satisfaction surveys sent out by Route ASPRO teams to their external customers	This is an average of overall responses in answer to the question "Overall, I was satisfied with the service offered by the ASPRO team within Network Rail"
ASPRO Customer Satisfaction by Route	Responses from Customer Satisfaction surveys sent out by Route ASPRO teams to their external customers	This is an overall response from each Route in answer to the question "Overall, I was satisfied with the service offered by the ASPRO team within Network Rail"
No. of responses by Route	Responses from Customer Satisfaction surveys sent out by Route ASPRO teams to their external customers	The total number of customer satisfaction surveys completed by external customers

