

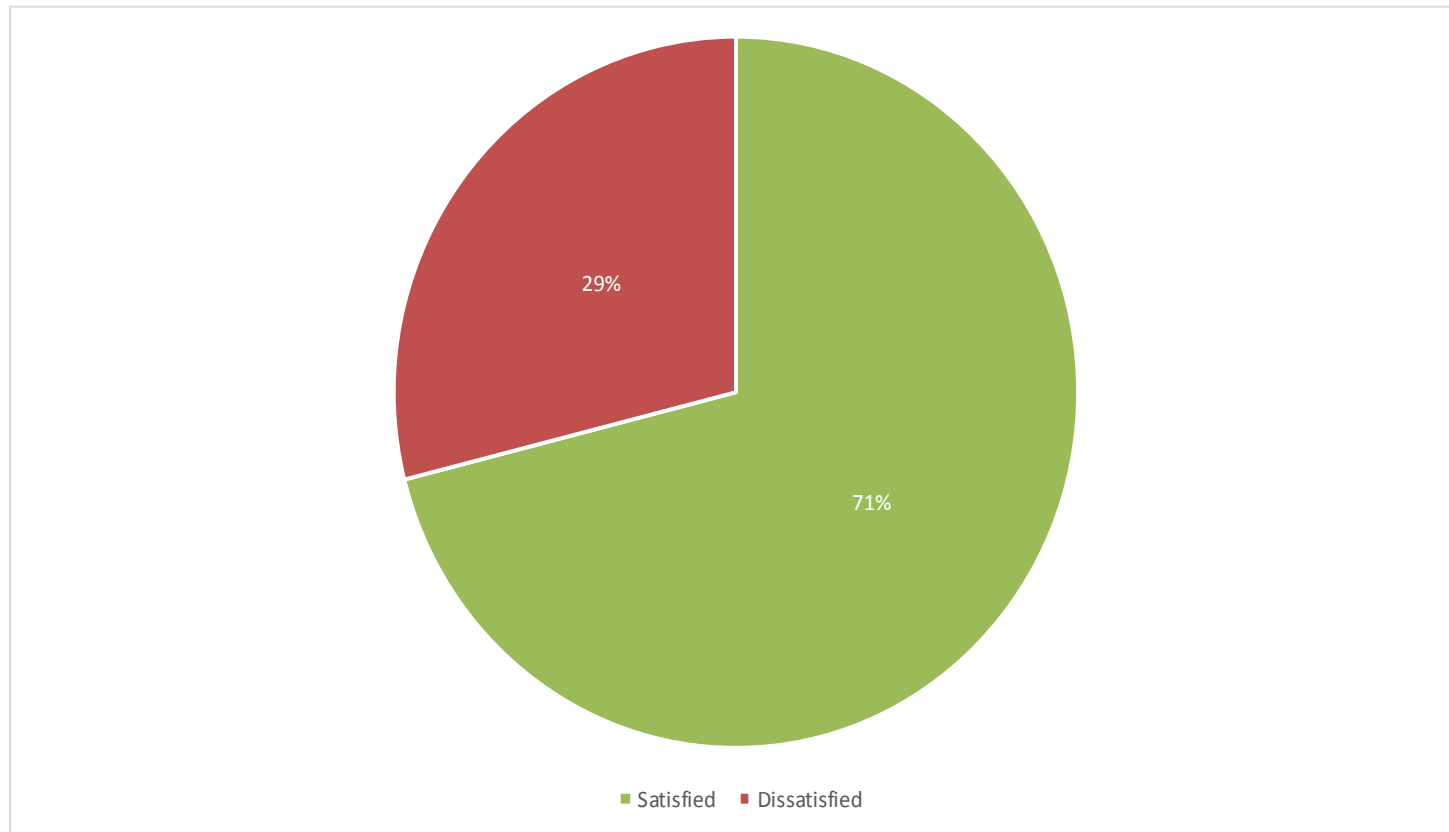
# **Asset Protection & Optimisation - Customer Satisfaction Scores Period 08 - October**

**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.**

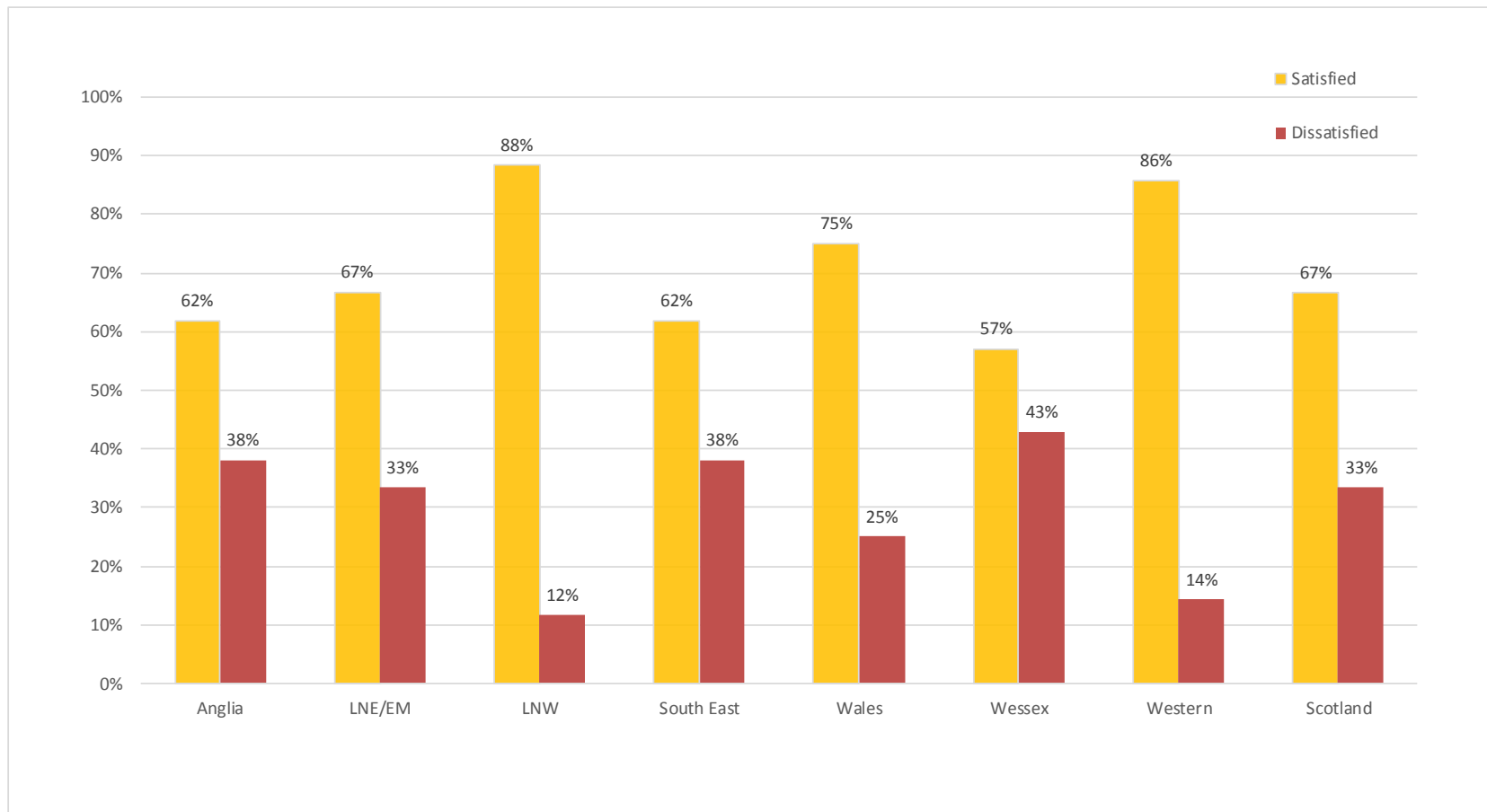
**Part of this change has seen the introduction of a customer satisfaction survey that has been sent out to all customers that have interacted with Asset Protection & Optimisation teams over recent months.**

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

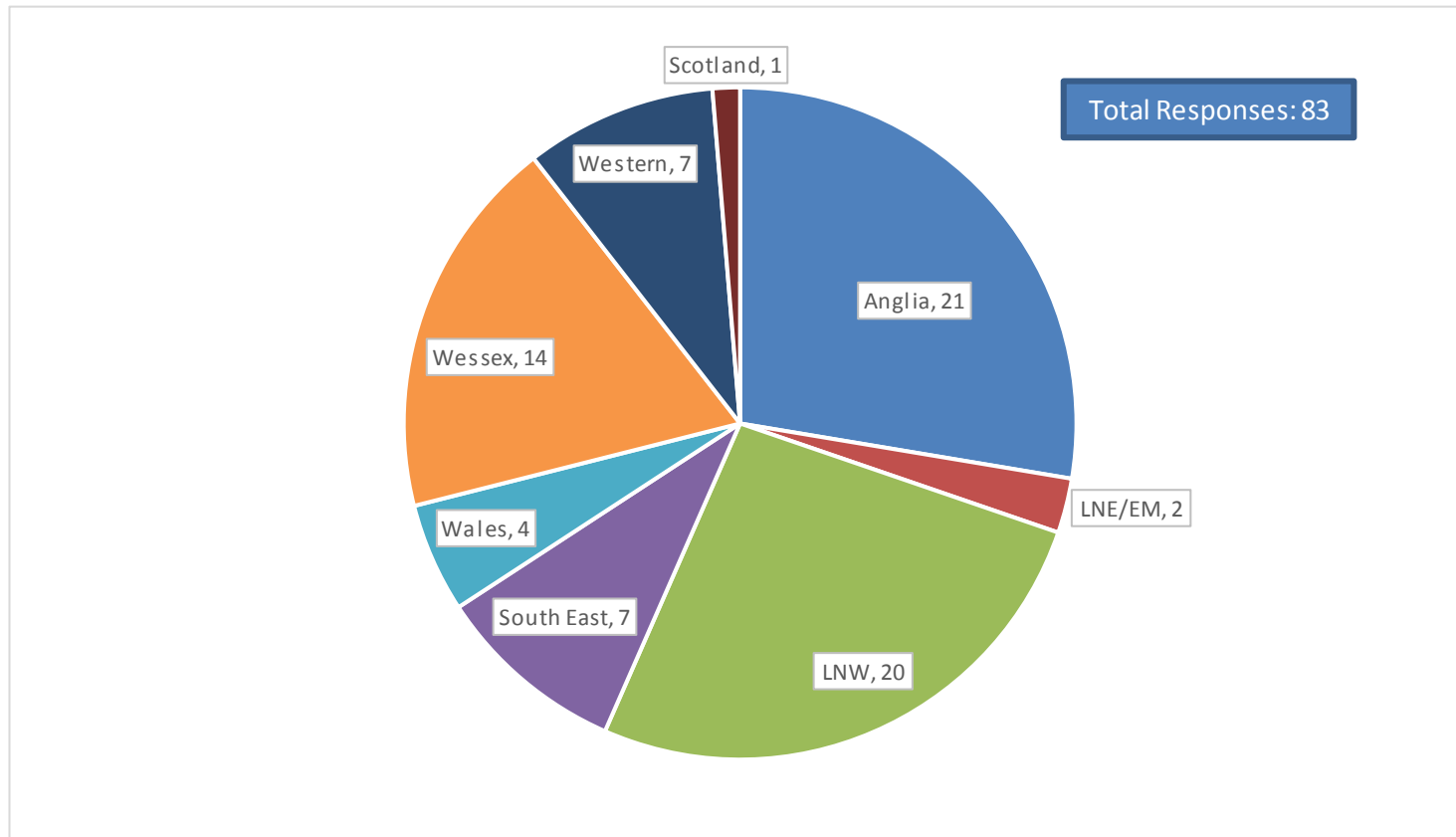
**Over the coming months the data received will build and the reporting will evolve to give us robust baseline data to set targets for each Route business as well as develop continuous improvement plans based on our customers feedback.**



## Satisfaction Level with ASPRO by Route



# No. of Responses by Route



Initial responses have been low due to the surveys being sent out during the holiday period. We expect an increase in customer responses in the new year which will provide us with more robust volumes of data to analyse/report.

# Customer Survey

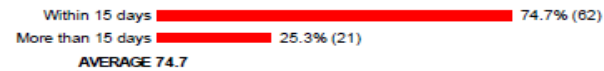
**On initial enquiry, the ASPRO team responded to me in written format within five working days with a contact to support me**

SURVEY ORDER NETT RESPONSES: 83



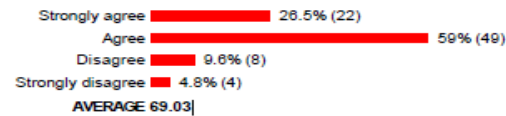
**Within 15 working days from initial enquiry, the ASPRO team engaged with me to explore my requirements**

SURVEY ORDER NETT RESPONSES: 83



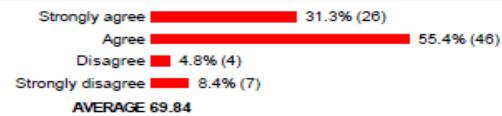
**The ASPRO team fully explained the potential costs of the work and why it's required**

SURVEY ORDER NETT RESPONSES: 83



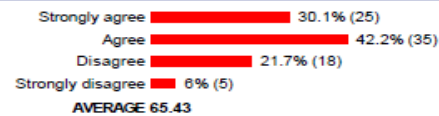
**I had the agreement process explained to me before my work took place**

SURVEY ORDER NETT RESPONSES: 83



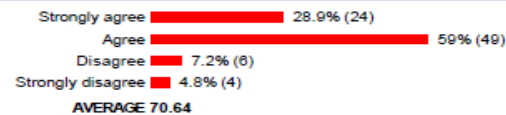
**All documents requested from me were reviewed in a timely and professional manner**

SURVEY ORDER NETT RESPONSES: 83



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

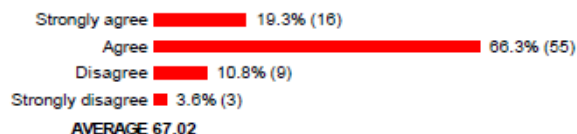
SURVEY ORDER NETT RESPONSES: 83



# Customer Survey

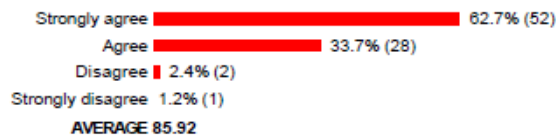
I was satisfied with Network Rail's billing process

SURVEY ORDER NETT RESPONSES: 83



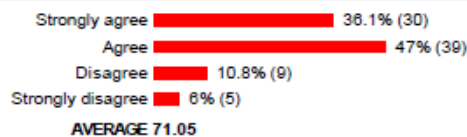
The staff I dealt with were polite, courteous and professional

SURVEY ORDER NETT RESPONSES: 83



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

SURVEY ORDER NETT RESPONSES: 83



Do you have any other comments?

WRITE-IN RESPONSES: 49

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

SURVEY ORDER NETT RESPONSES: 83



# Sources and Definitions

<b>Graph</b>	<b>Source</b>	<b>Definitions</b>
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