

PRESS RELEASE

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Chiltern Railways Joint Top DFT Franchise in National Rail Passenger Survey

Passengers have rated Chiltern Railways as the UK's joint top DFT franchise operator when it comes to overall customer satisfaction, with a score of 91% in Transport Focus' National Rail Passenger Survey (NRPS). Chiltern also scored joint top of the DFT franchises for satisfaction with trains (90%) and satisfaction with stations (89%).

The National Rail Passenger Survey which is commissioned by the independent consumer watchdog Transport Focus, represents the views of over 100,000 rail passengers on a broad spectrum of issues such as overall satisfaction and satisfaction with 30 specific aspects of service. Passenger opinions of network-wide train services are collected twice a year from a representative sample of journeys.

Chiltern Railways Managing Director, Dave Penney, said: "We are delighted that passengers have rated Chiltern as the UK's top DFT franchise for overall satisfaction. What is even more pleasing is that we are also at the top of the table for satisfaction with our trains and our stations. The findings reinforce our commitment to providing a high quality passenger experience."

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For further media information please contact the Chiltern Railways press office on 020 7333 3014 or press@chilternrailways.co.uk.

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