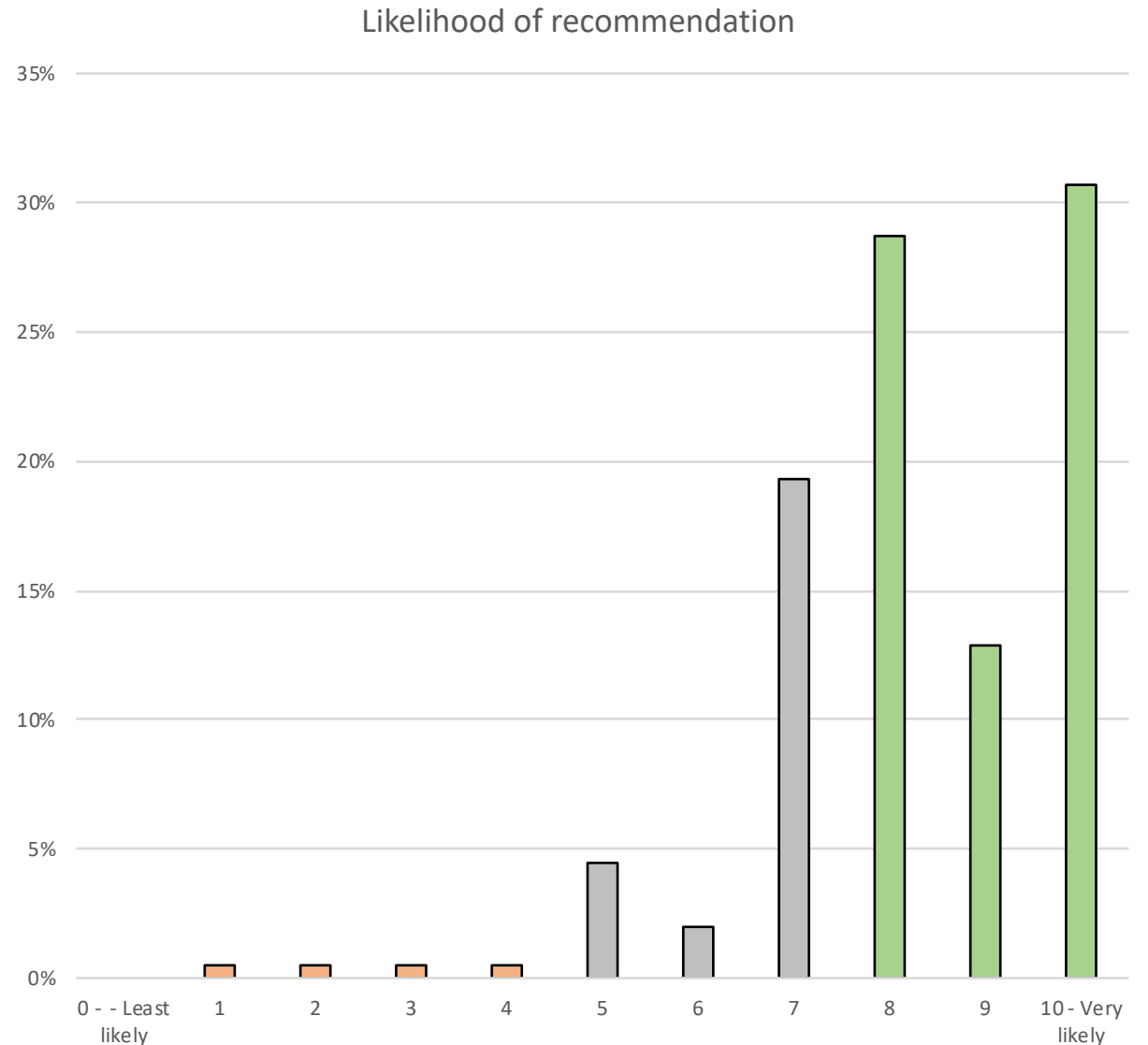


Customer satisfaction survey

Period 2 (28th April- 25th May)

Highlights

- Our Net promoter Score for Period 2 (28th April- 25th May) was **36** with **44%** of our customers would recommend us to their friends and family.
- **78%** of customers were satisfied with the overall on-board environment.
- **98%** of customers were satisfied with their overall journey.
- **76%** of customers were satisfied with the overall station environment.
- **96%** of customers who had already purchased tickets were satisfied with the overall ticket buying process.
- **80%** of customers were satisfied with how the delay they incurred was handled.



Station

76% of customers were satisfied with the overall station environment.

88% were satisfied with the helpfulness of staff.

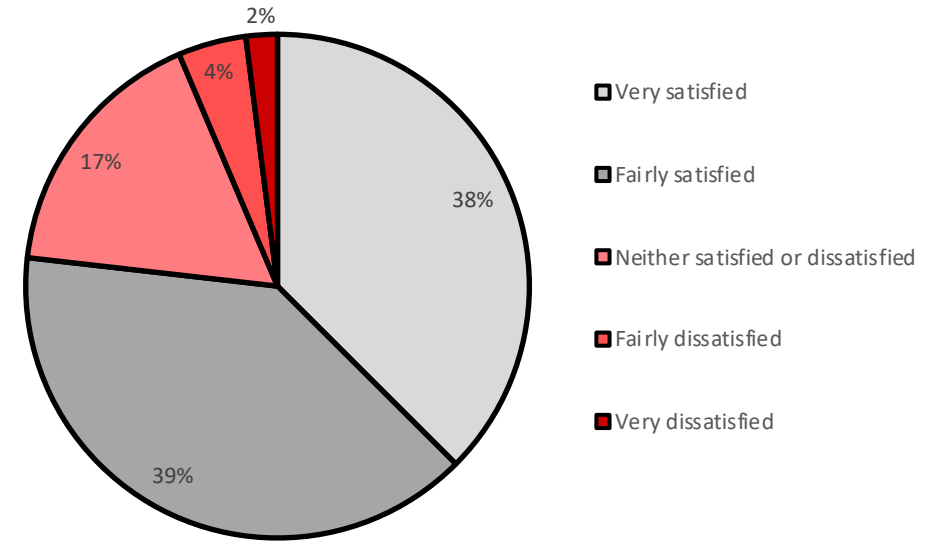
75% were happy with the cleanliness of stations.

56% were happy with toilet facilities.

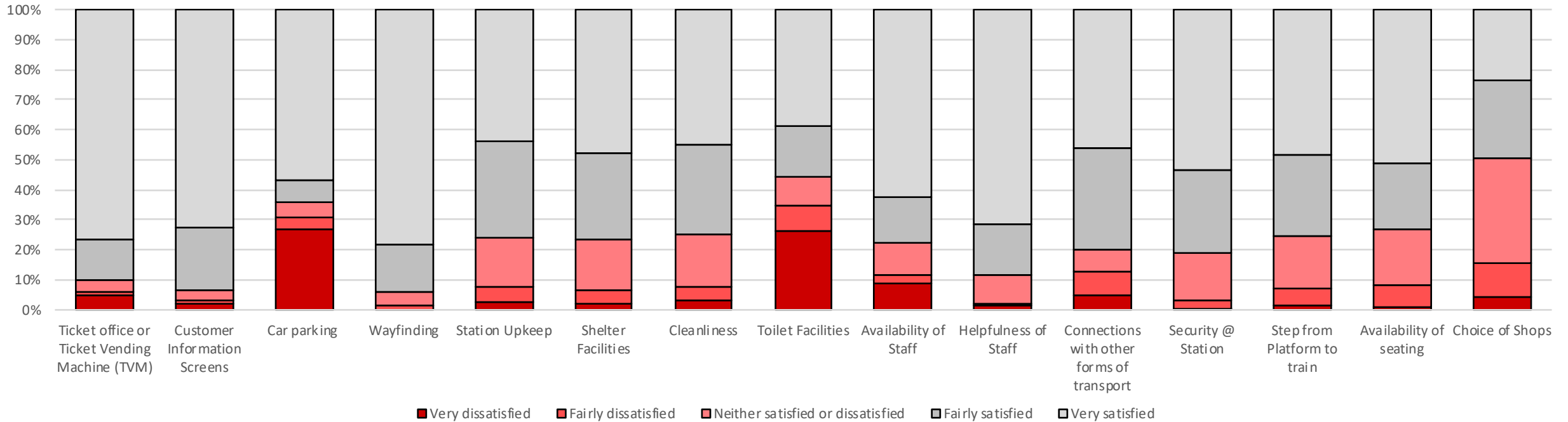
50% were satisfied with the choice of shops.

64% were happy with the car parking facilities.

Overall Station Environment Satisfaction



Station Environment



On-Board

78% of customers were satisfied with the overall on-board environment.

83% were satisfied with the helpfulness of staff

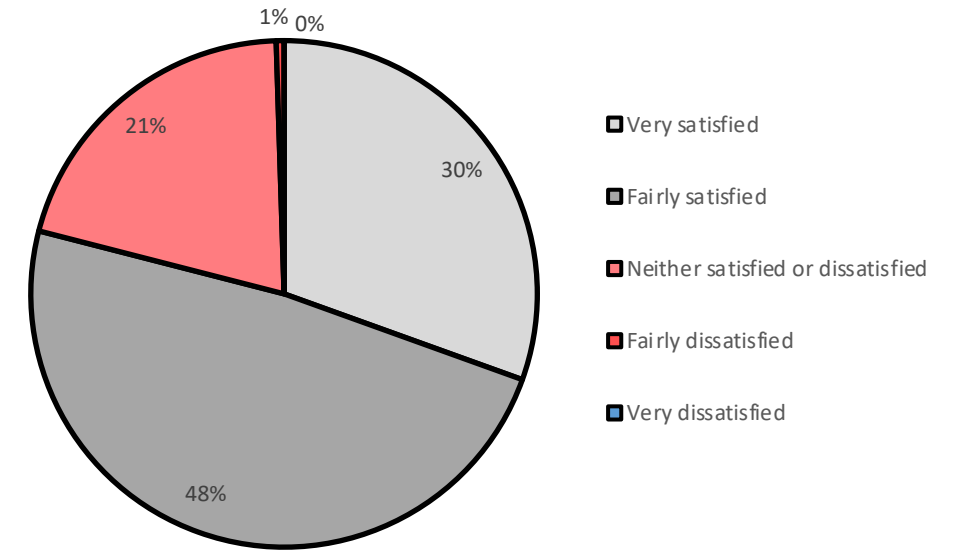
74% were happy with the Wi-Fi on-board

86% were satisfied with their own personal security on the train

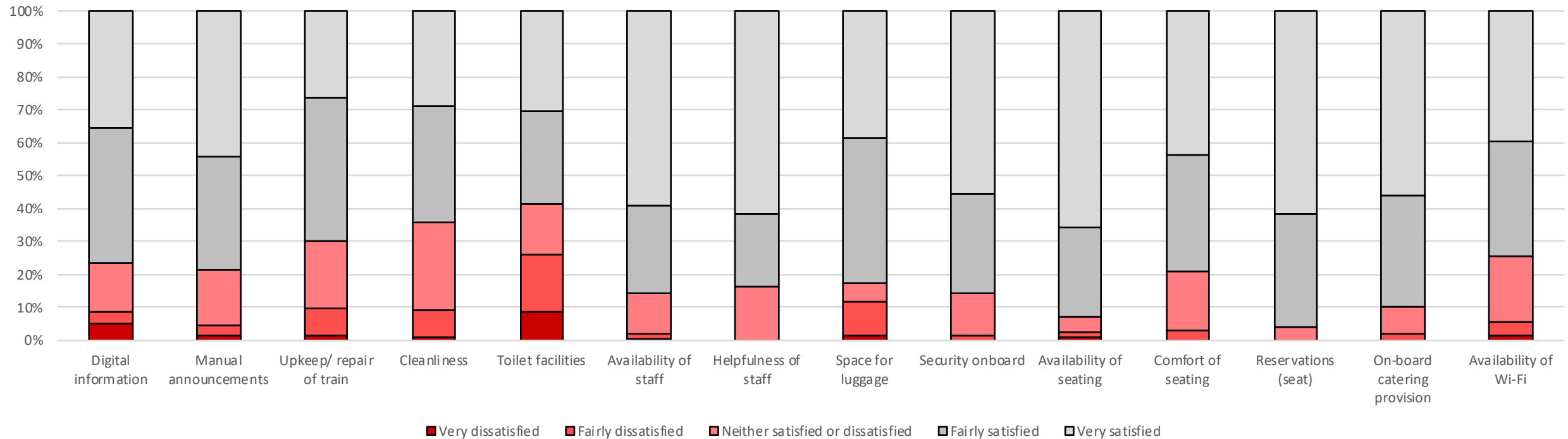
59% were happy with the on-board toilet facilities.

76% were happy with the digital information on board

Overall On-board Environment Satisfaction



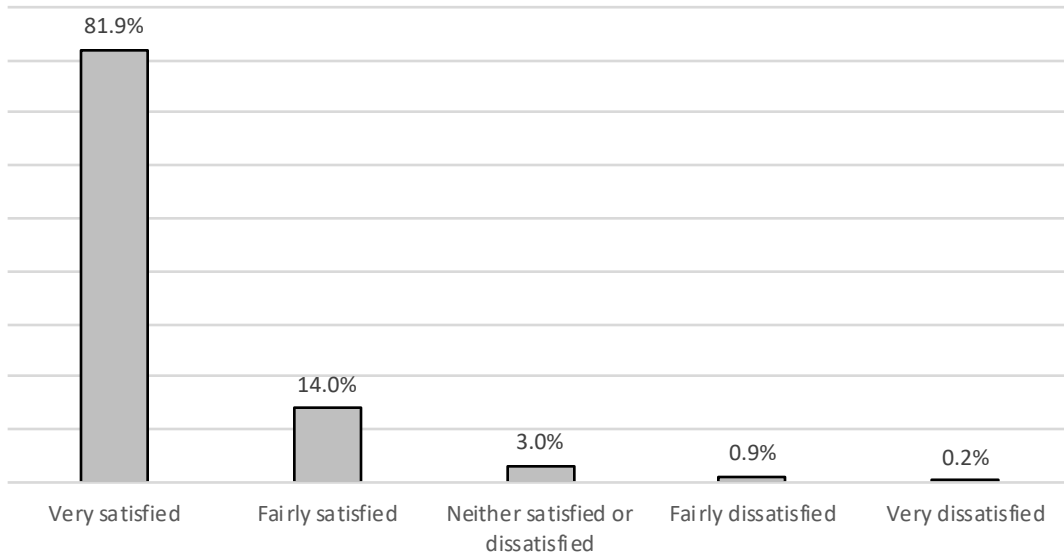
On-board Environment



Ticket buying facilities and process

96% of customers who had already purchased tickets were satisfied with the overall ticket buying process.

Satisfaction with ticket buying process

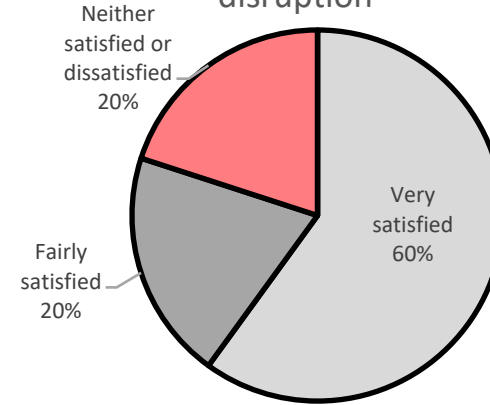


- The 3 most popular methods of purchasing a ticket were;
 1. Ticket Office
 2. On-board
 3. TVM(Ticket Vending Machine)

On-Board – Journey & Disruption

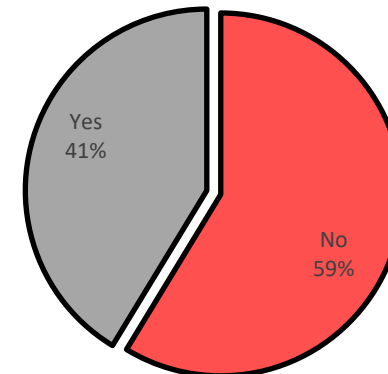
98% of customers were satisfied with their overall journey.

Satisfaction with handling of disruption



Only 41% of customer's were aware of the Delay Repay compensation system. Find out more here: <https://tfwrail.wales/delay-compensation>

Awareness of 'Delay-Repay'



Thank you

