

# Customer satisfaction survey

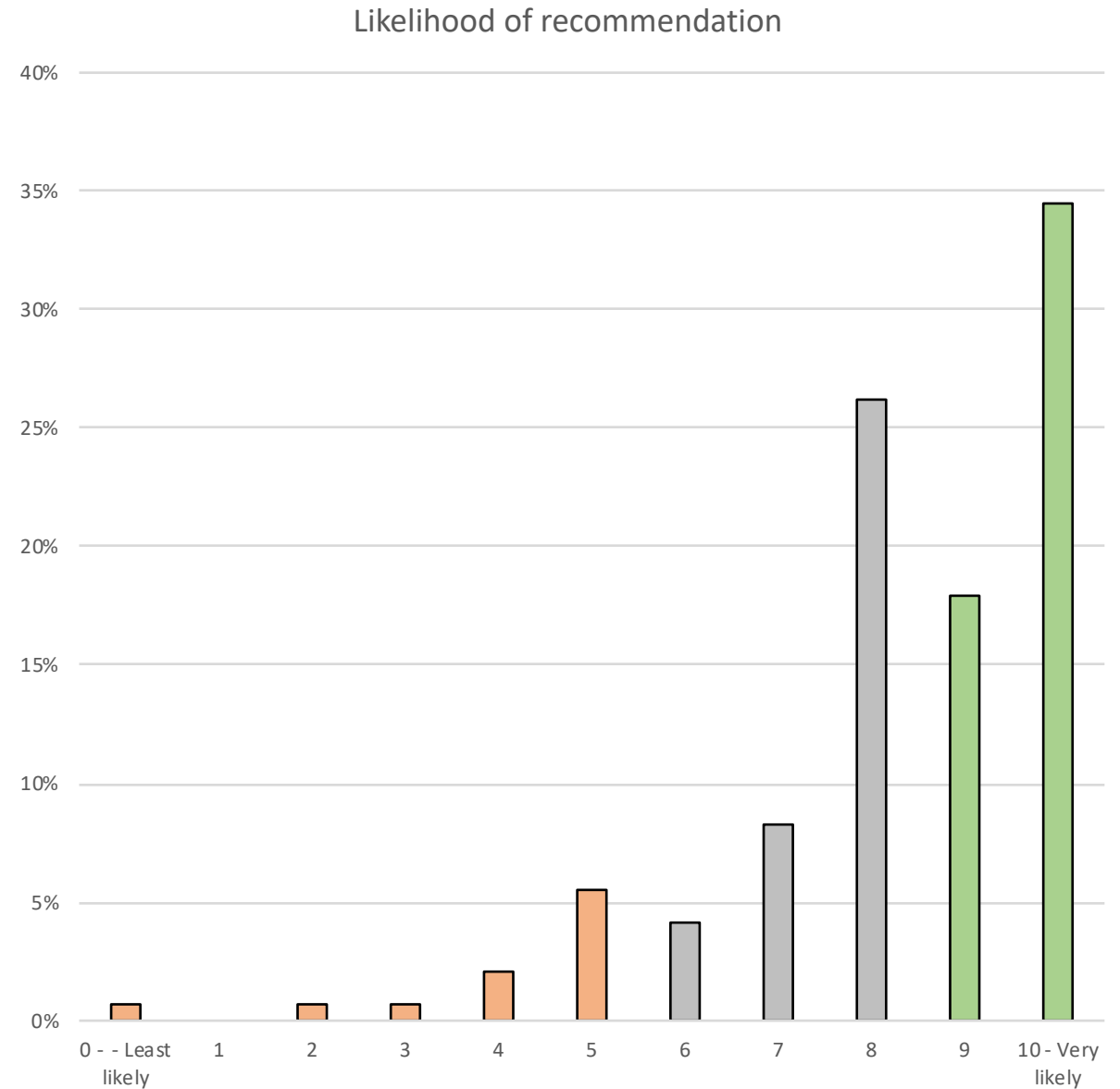
Period 3- 26<sup>th</sup> May 2019- 22<sup>nd</sup> June 2019



TRAFNIDIAETH CYMRU  
TRANSPORT FOR WALES

# Headlines

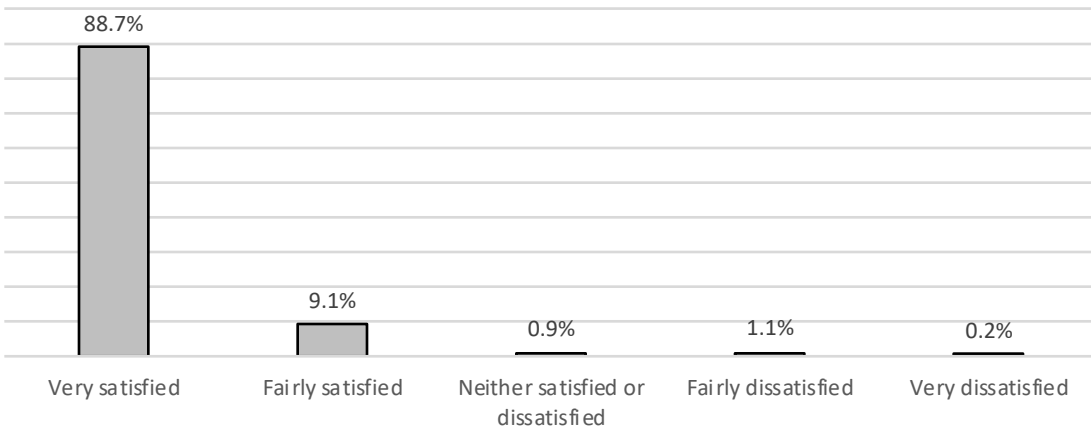
- Our Net promoter Score for Period 3 was **38** with **52%** of our customers would recommend us to their friends and family.
- **93%** of customers were satisfied with the overall on-board environment.
- **95%** of customers were satisfied with their overall journey.
- **83%** of customers were satisfied with the overall station environment.
- **98%** of customers who had already purchased tickets were satisfied with the overall ticket buying process.
- **88%** of customers were satisfied with how the delay they incurred was handled.



## Ticket buying facilities and process

**98%** 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)

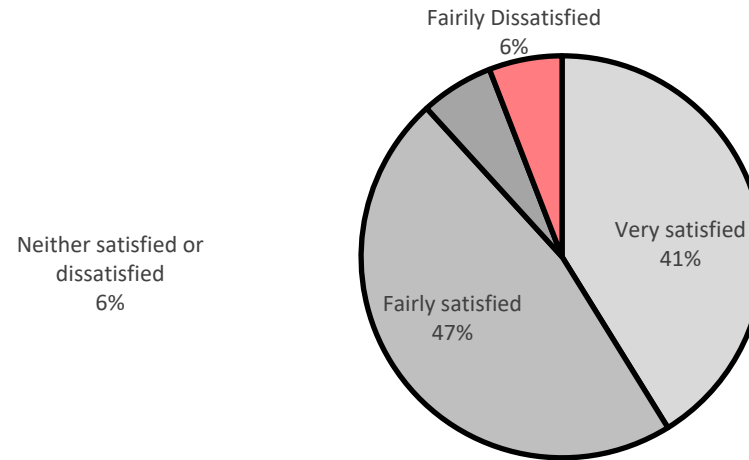
## On-Board – Journey & Disruption

**95%** of customers were satisfied with their overall journey

**88%** of customers surveyed were satisfied with how the disruption was handled whilst **6%** expressed dissatisfaction.

**73%** of customers associated their satisfaction with the helpfulness of our staff, and because they were kept up to date about the disruption they encountered.

Satisfaction with handling of disruption



Only 43% of customer's were aware of the Delay Repay compensation system. Find out more here: <https://tfwrail.wales/delay-compensation>

# Station

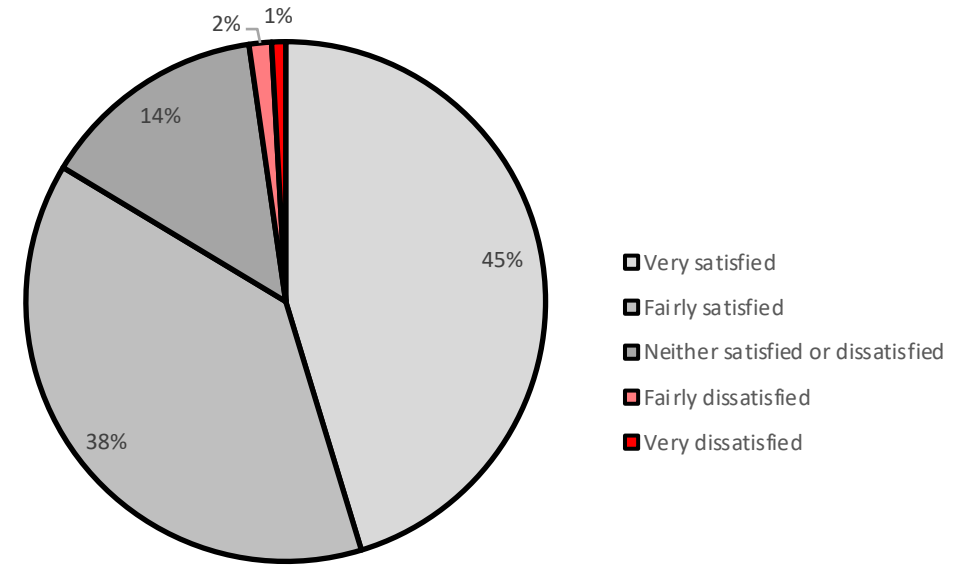
**83%** of customers were satisfied with the overall station environment, up 7% from P2. Compared with Spring NRPS (73%).

**63%** were happy with toilet facilities

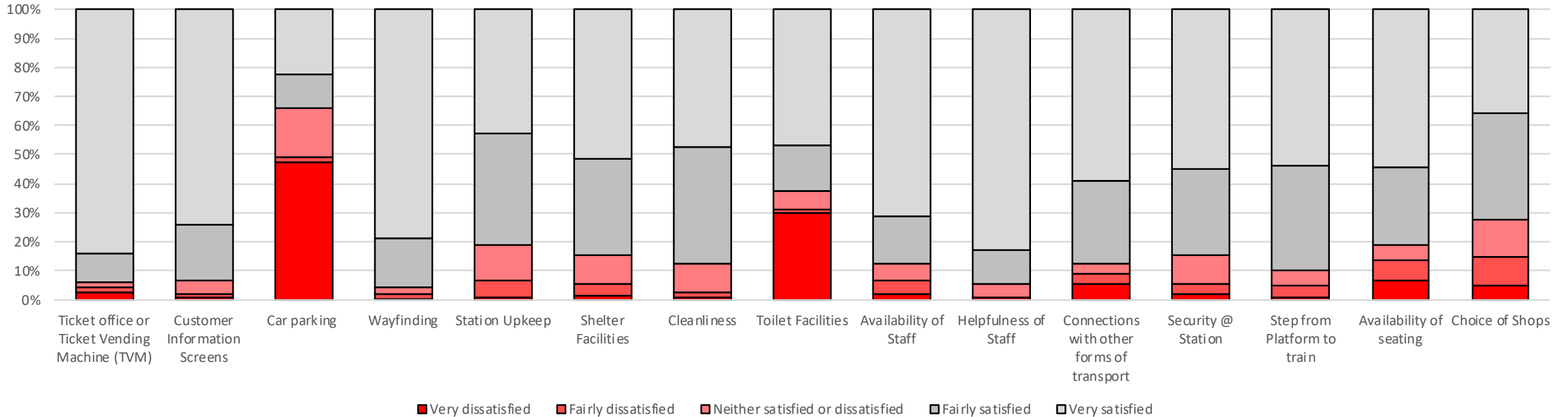
**73%** were satisfied with the choice of shops.

**34%** were happy with the car parking facilities.

## Overall Station Environment Satisfaction



## Station Environment



# On-Board

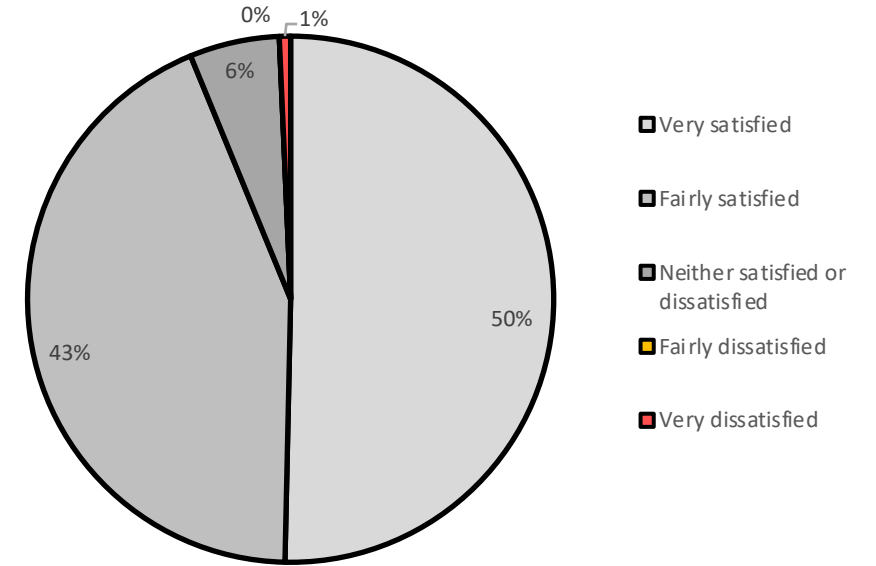
**93%** of customers were satisfied with the overall on-board environment. Compared with Spring NRPS (71%)

**86%** were satisfied with the availability of Wi-Fi on-board

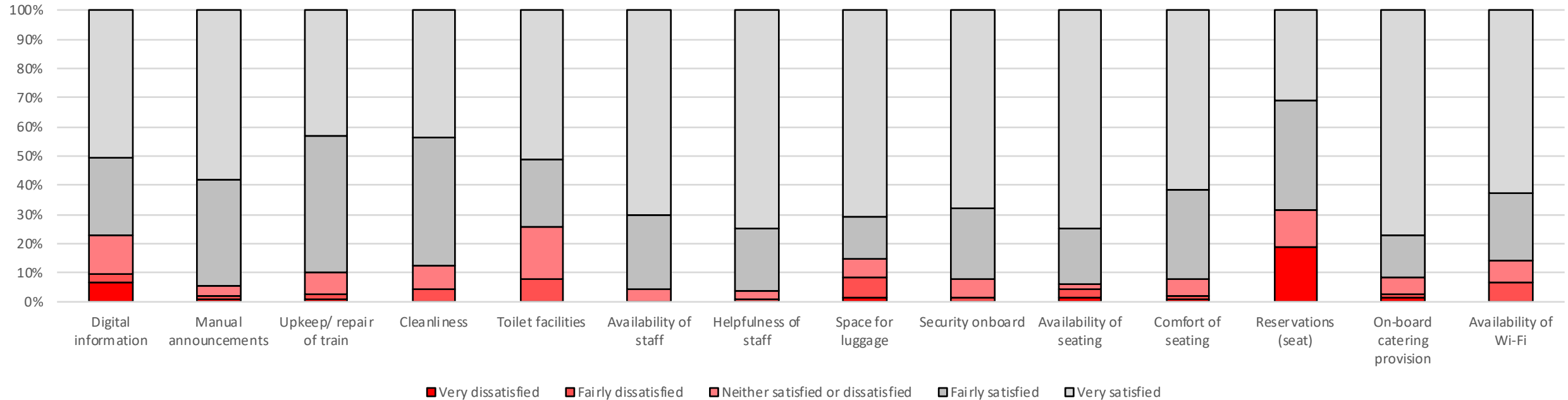
**92%** were satisfied with their own personal security on the train

**75%** were happy with the on-board toilet facilities.

### Overall On-board Environment Satisfaction



### On-board Environment



**Thank you**

