Customer satisfaction survey

Period 4 (23 June 2019- 20 July 2019)

TRAFNIDIAETH CYMRU
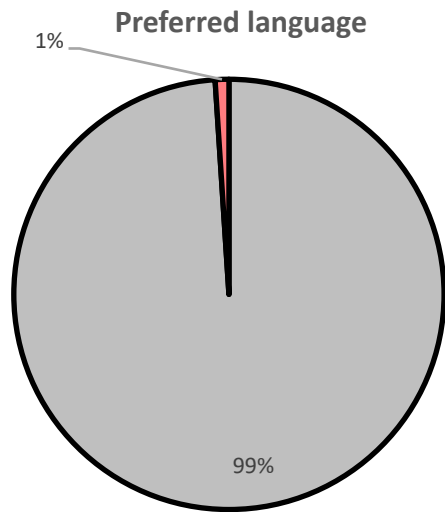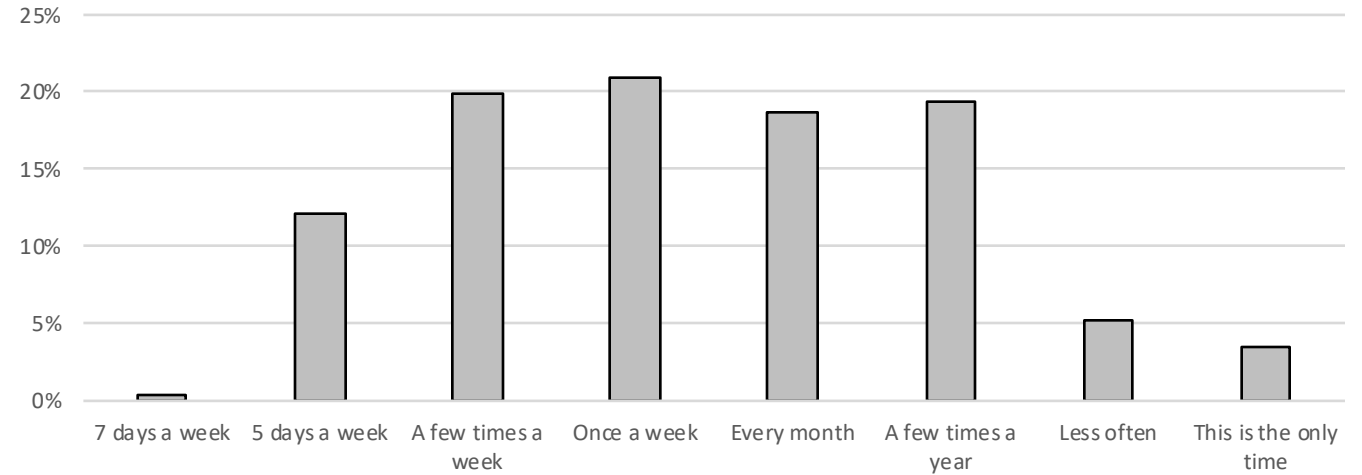**TRANSPORT FOR WALES**

CSS; Headlines

- Our Net promoter Score for Period 3 was **21** with **34%** of our customers would recommend us to their friends and family.

- **54%** of customers were satisfied with the overall on-board environment.

- **92%** of customers were satisfied with their overall journey

- **72%** of customers were satisfied with the overall station environment.

- **97.1%** of customers who had already purchased tickets were satisfied with the overall ticket buying process

- **71%** of customers were satisfied with how the delay they incurred was handled.

CSS Vs NRPS
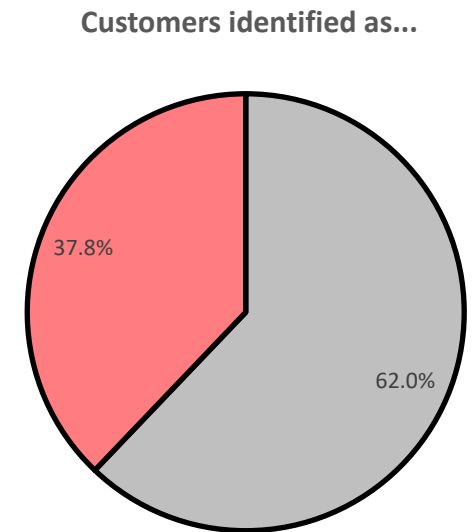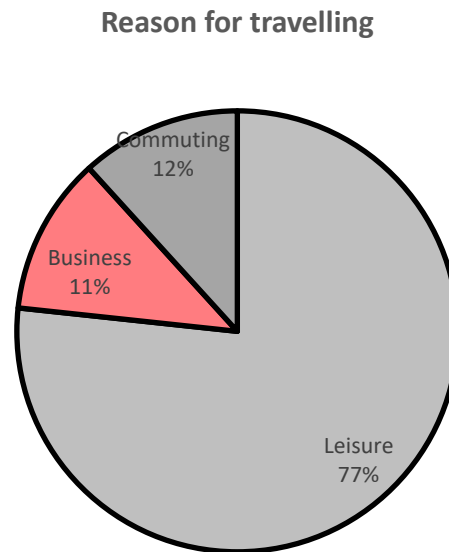

Likelihood of recommendation
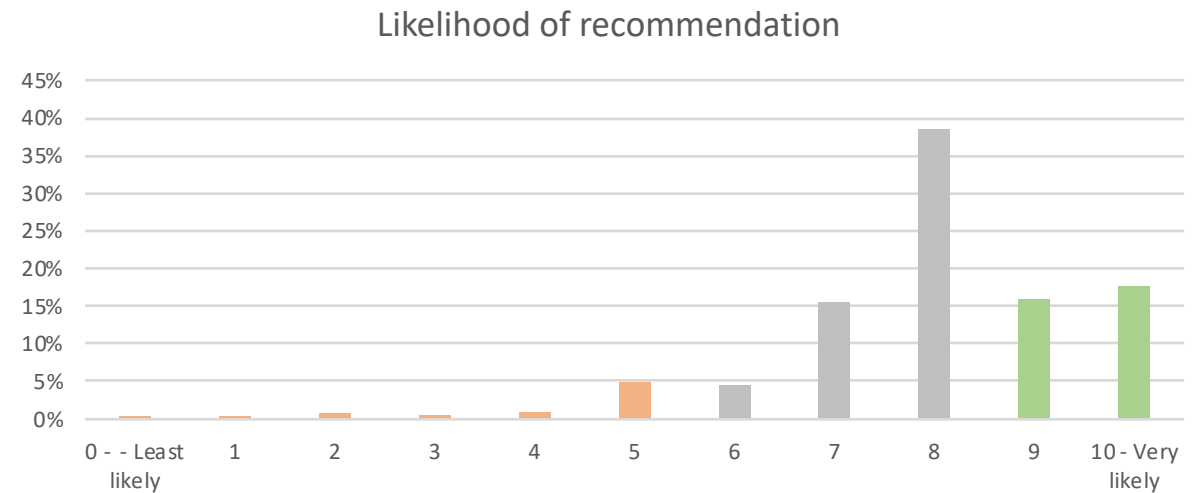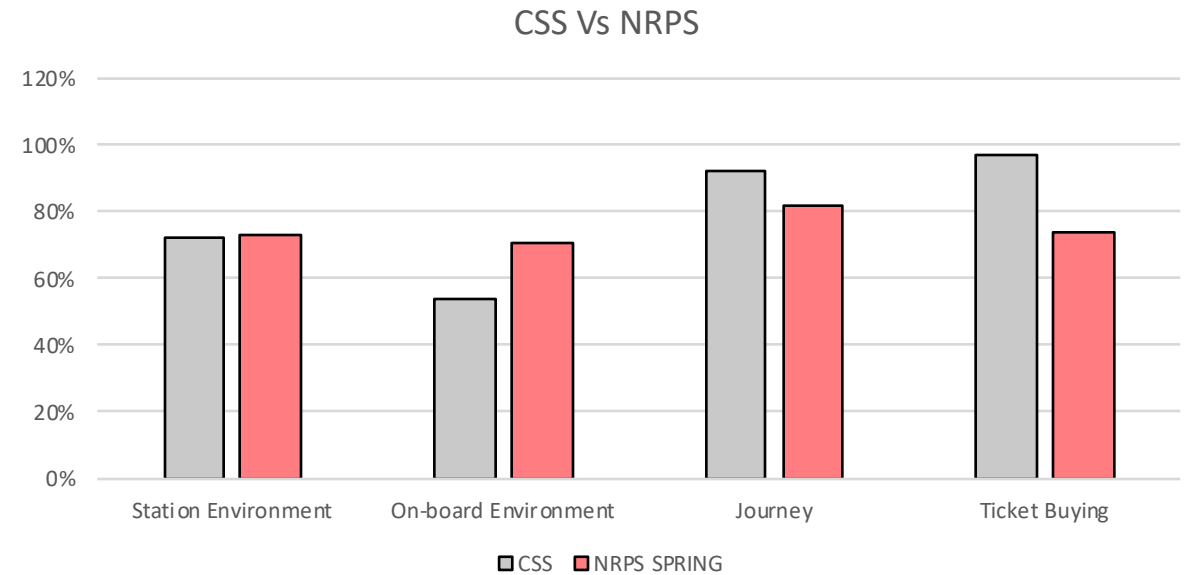
CSS; Who completed the survey?

- **77%** of customers surveyed were travelling for leisure.

- **32%** of customers used Transport for Wales Rail Services more than once a week

- **99%** of customers preferred to complete their survey in the English language.

Frequency of Travel on TfWR

Preferred language

1%

99%

☐ English/ Saesneg ☐ Welsh/ Gymraeg

Reason for travelling

Commuting 12%

Business 11%

Leisure 77%

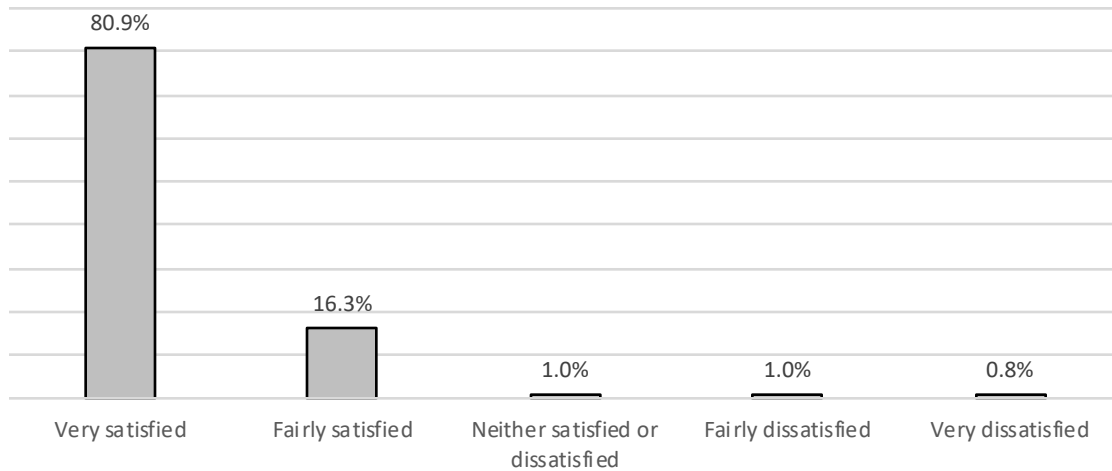**Customers identified as...**

37.8%

62.0%

☐ Female ☐ Male

CSS; Ticket buying facilities and process

97.1% of customers who had already purchased tickets were satisfied with the overall ticket buying process

Satisfaction with ticket buying facilities in the Spring NRPS was 74%.

Satisfaction with ticket buying process

- 80.9% — Very satisfied
- 16.3% — Fairly satisfied
- 1.0% — Neither satisfied or dissatisfied
- 1.0% — Fairly dissatisfied
- 0.8% — Very dissatisfied

- The 3 most popular methods of purchasing a ticket were;
    1. Ticket Office (**44% +1% from P3**)
    2. On-board (**17% +3% from P3**)
    3. App (**12% +2% from P3**)

- Coming in 4th, **9%** of customers had not purchased a ticket yet and in 5th, **8%** used a TVM.

CSS; On-Board – Journey & Disruption

95% of customers were satisfied with their overall
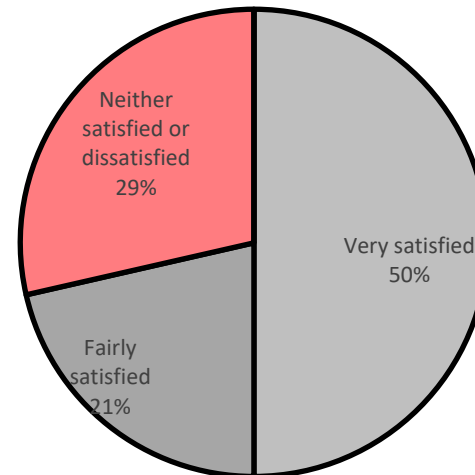**7%** of customers incurred a delay.

How long was the disruption?'

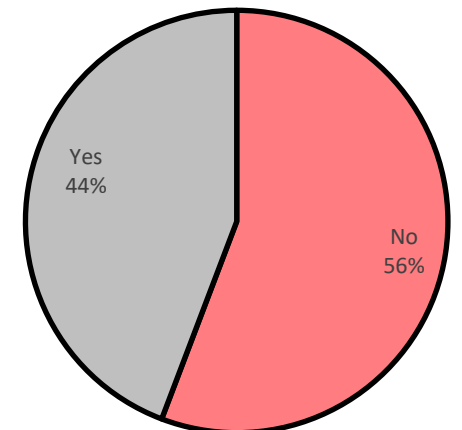- 15-30 minutes 14%
- 0-15 minutes 86%
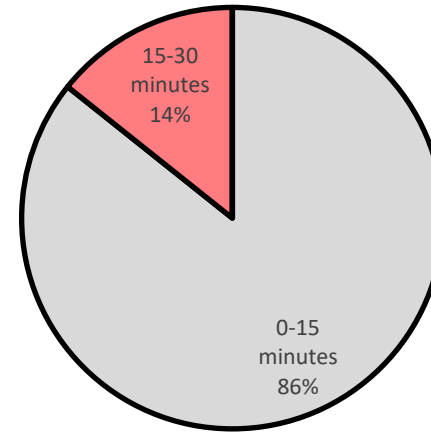
7% of customers incurred a delay.

86% of this sample would have been ineligible to claim for delay compensation.

Satisfaction with handling of disruption

- Neither satisfied or dissatisfied 29%
- Very satisfied 50%
- Fairly satisfied 21%

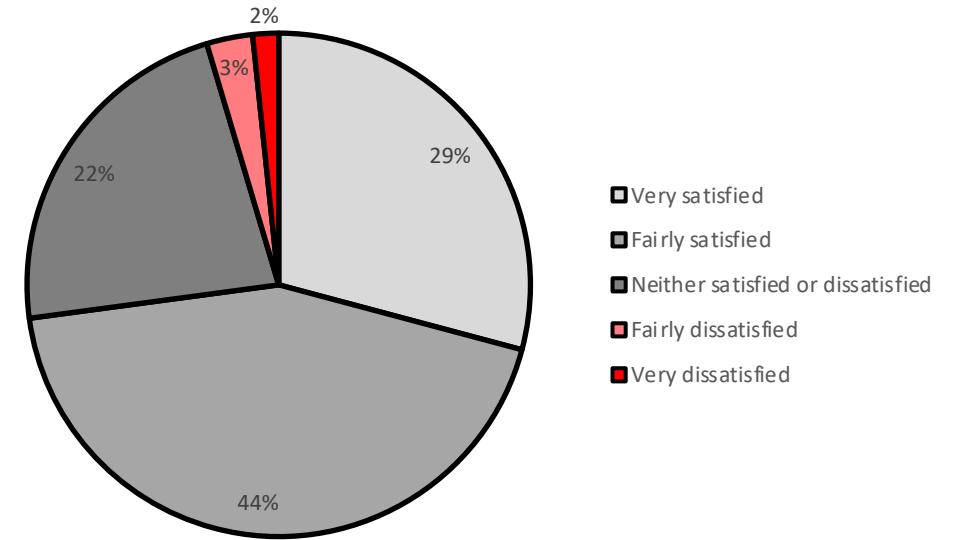## Awareness of 'Delay-Repay'

- Yes 44%
- No 56%

CSS; Station

72% of customers were satisfied with the overall station environment
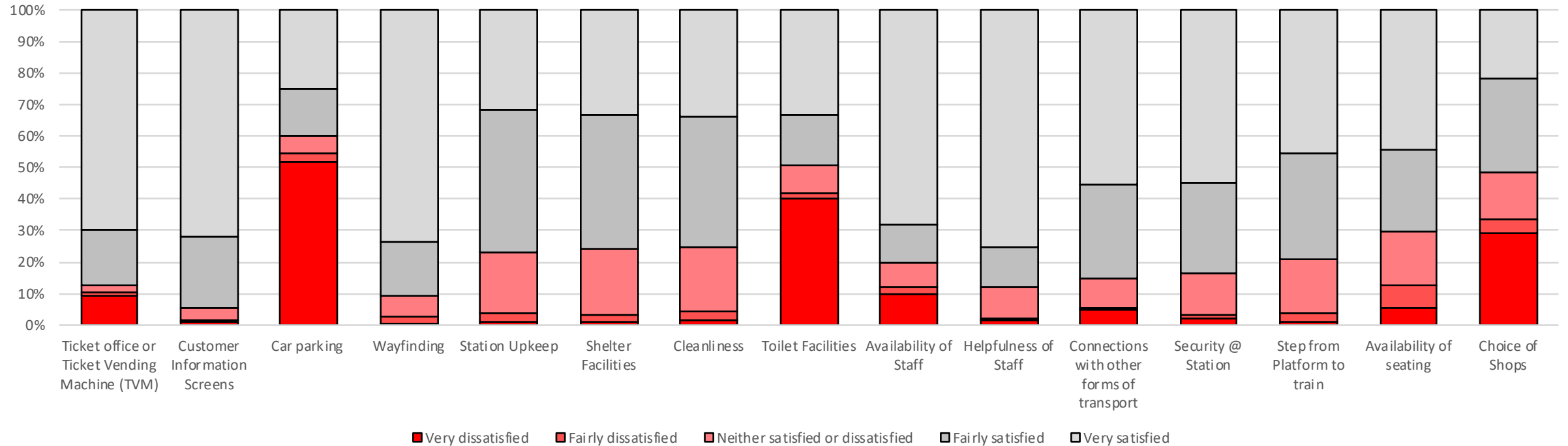
49% were satisfied with toilet facilities

51% were satisfied with the choice of shops.

40% were satisfied with the car parking facilities.

Overall Station Environment Satisfaction

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Station Environment

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither satisfied or dissatisfied □ Fairly satisfied □ Very satisfied
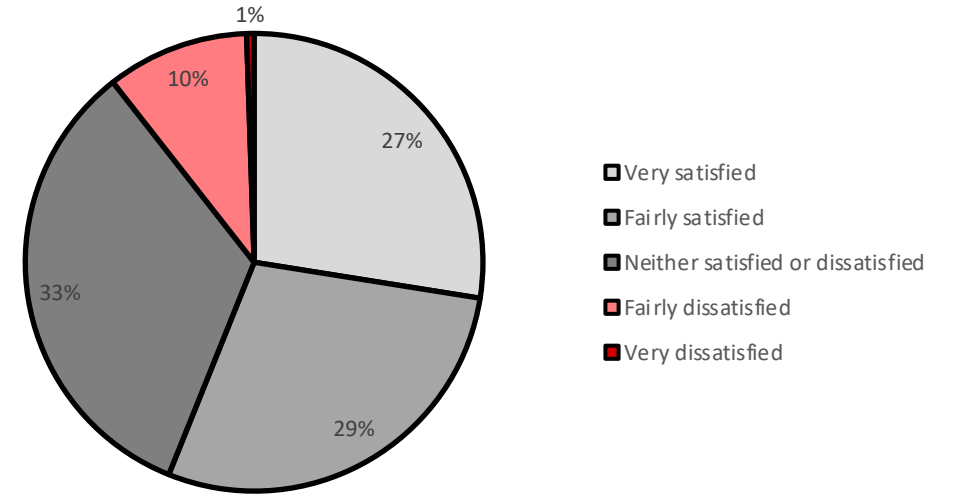
CSS; On-Board

54% of customers were satisfied with the overall on-board environment.

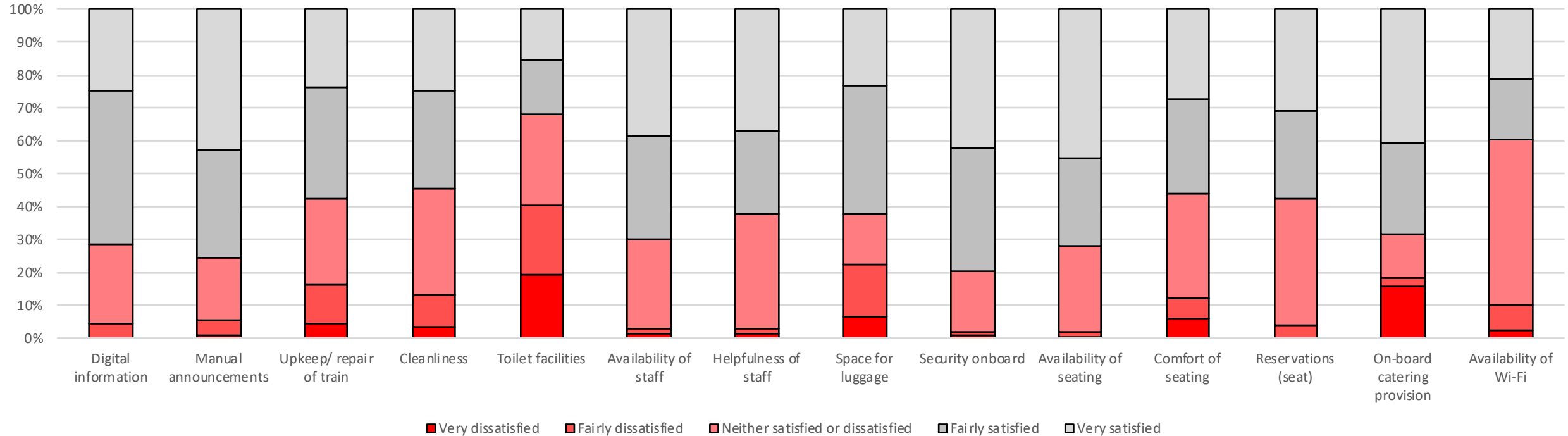39% were satisfied with the availability of Wi-Fi on-board

79% were satisfied with their own personal security on the train

32% were happy with the on-board toilet facilities.

Overall On-board Environment Satisfaction

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

On-board Environment

Very dissatisfied ■ Fairly dissatisfied ■ Neither satisfied or dissatisfied ■ Fairly satisfied ■ Very satisfied

Thank you