

# Customer satisfaction survey

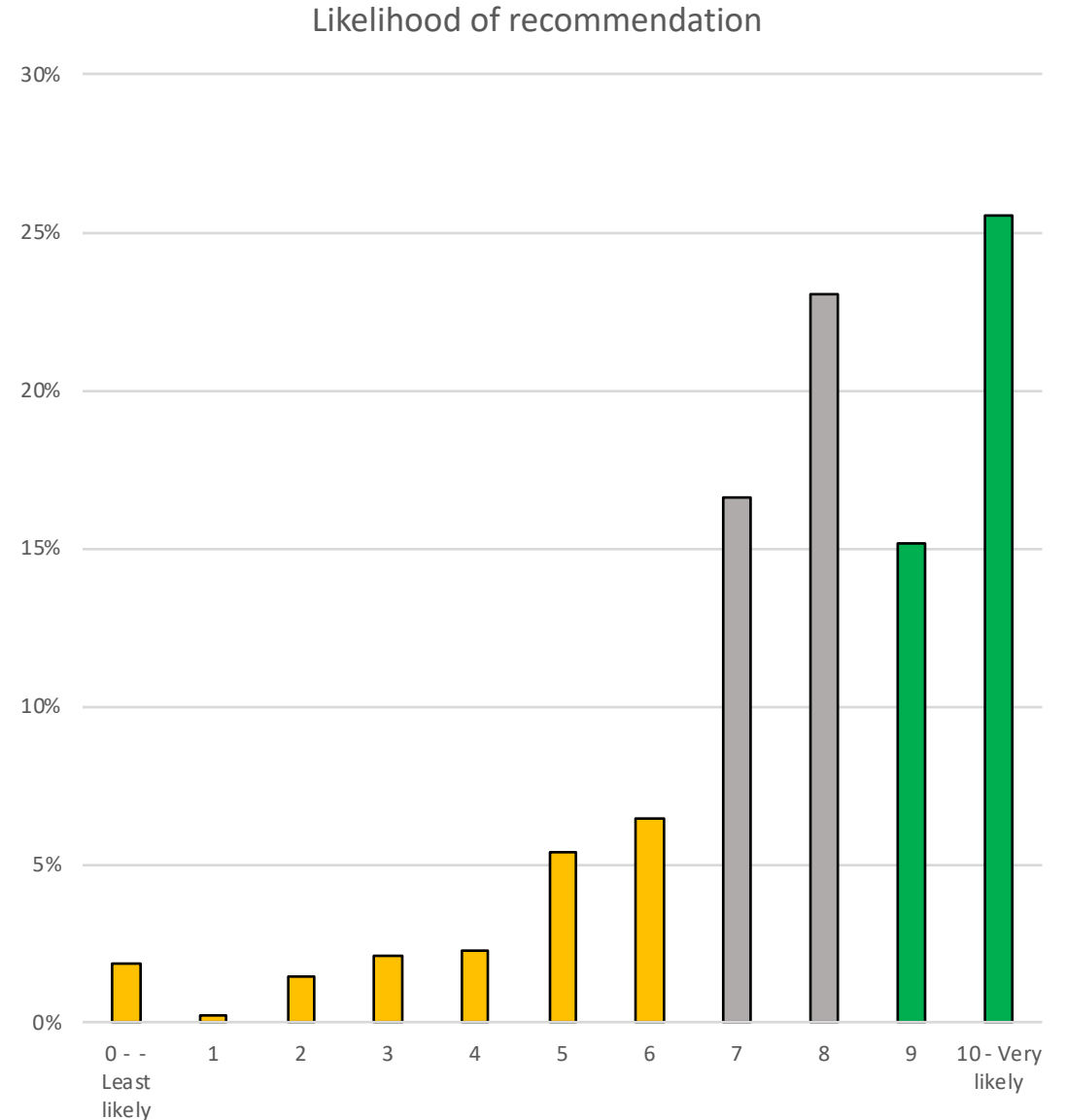
Period 8



TRAFNIDIAETH CYMRU  
TRANSPORT FOR WALES

## CSS; Headlines

- Our Net promoter Score for Period 8 was **21** with **31%** of our customers would recommend us to their friends and family.
- **85%** of customers were satisfied with the overall on-board environment.
- **84%** of customers were satisfied with their overall journey
- **83%** 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
- **60%** of customers were satisfied with how the delay they incurred was handled
- **93%** of people were satisfied with the helpfulness of staff at the station.



# CSS; Station

83% of customers were satisfied with the overall station environment

66% were satisfied with toilet facilities

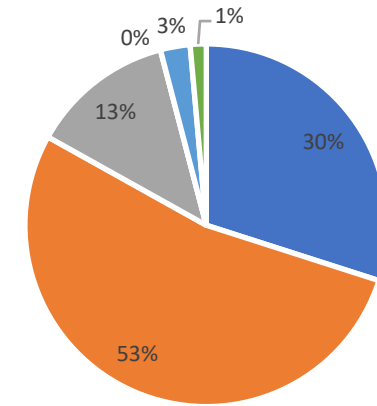
55% were satisfied with the choice of shops

69% were satisfied with the car parking facilities an increase of 28% since P7. Newport had the most dissatisfaction.

93% of people were satisfied with the helpfulness of staff at the station.

88% were satisfied with the ticket vending machine or ticket office

## Overall Station Environment Satisfaction



- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Not applicable/ Don't know
- Fairly dissatisfied
- Very dissatisfied

## Station Environment



# CSS; On-Board

85% of customers were satisfied with the overall on-board environment.

75% were satisfied with the availability of Wi-Fi on-board

88% were satisfied with their own personal security on the train

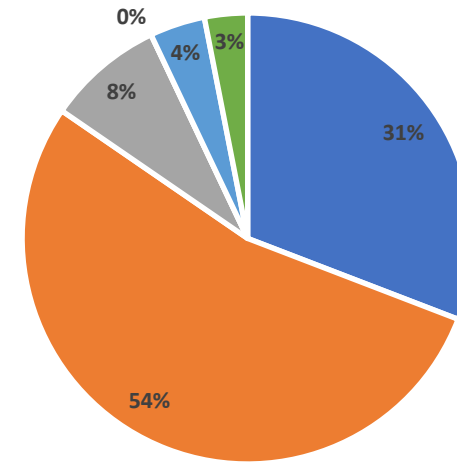
73% were satisfied with on board cleanliness.

66% were happy with the on-board toilet facilities

91% were satisfied with the helpfulness of staff

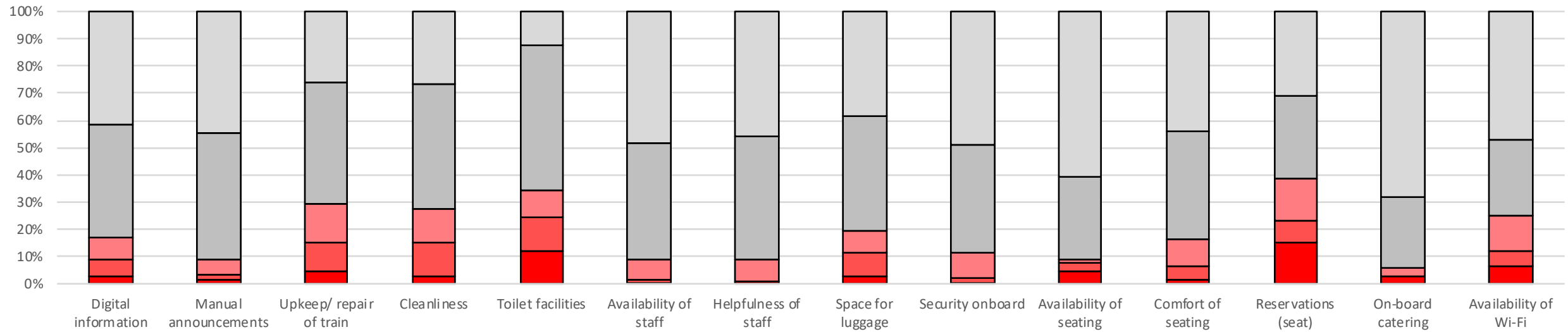
94% were satisfied with the on board catering

## Overall On-Board Satisfaction



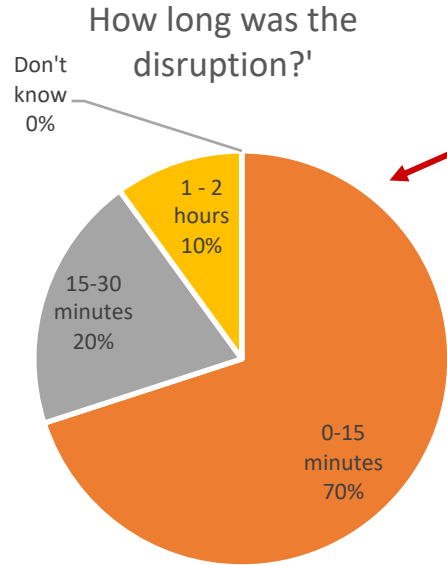
- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Not applicable/Don't know
- Fairly dissatisfied
- Very dissatisfied

## On-board Environment



# CSS; On-Board – Journey & Disruption

90% of customers were satisfied with their overall journey

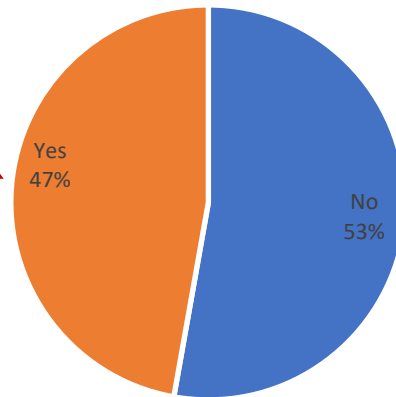


**9%** of customers incurred a delay

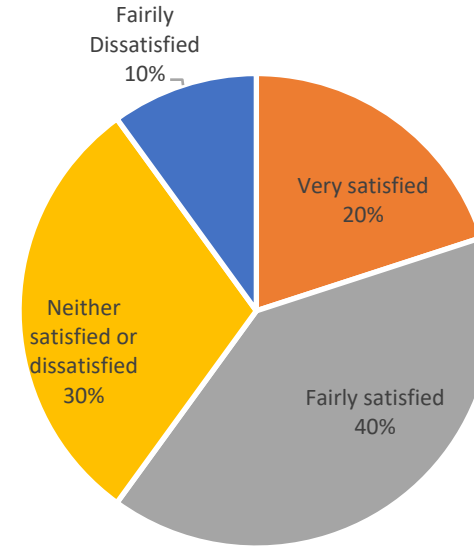
**70%** of this sample would have been ineligible to claim for delay compensation.

**47%** of customers were aware of TfWR's Delay-Repay scheme

### Awareness of 'Delay-Repay'



### Satisfaction with handling of disruption



**60%** of customers surveyed were satisfied with how the disruption was handled whilst **10%** expressed dissatisfaction.

**100%** associated satisfaction with helpful members of staff.

**Thank you**

