

Customer satisfaction survey

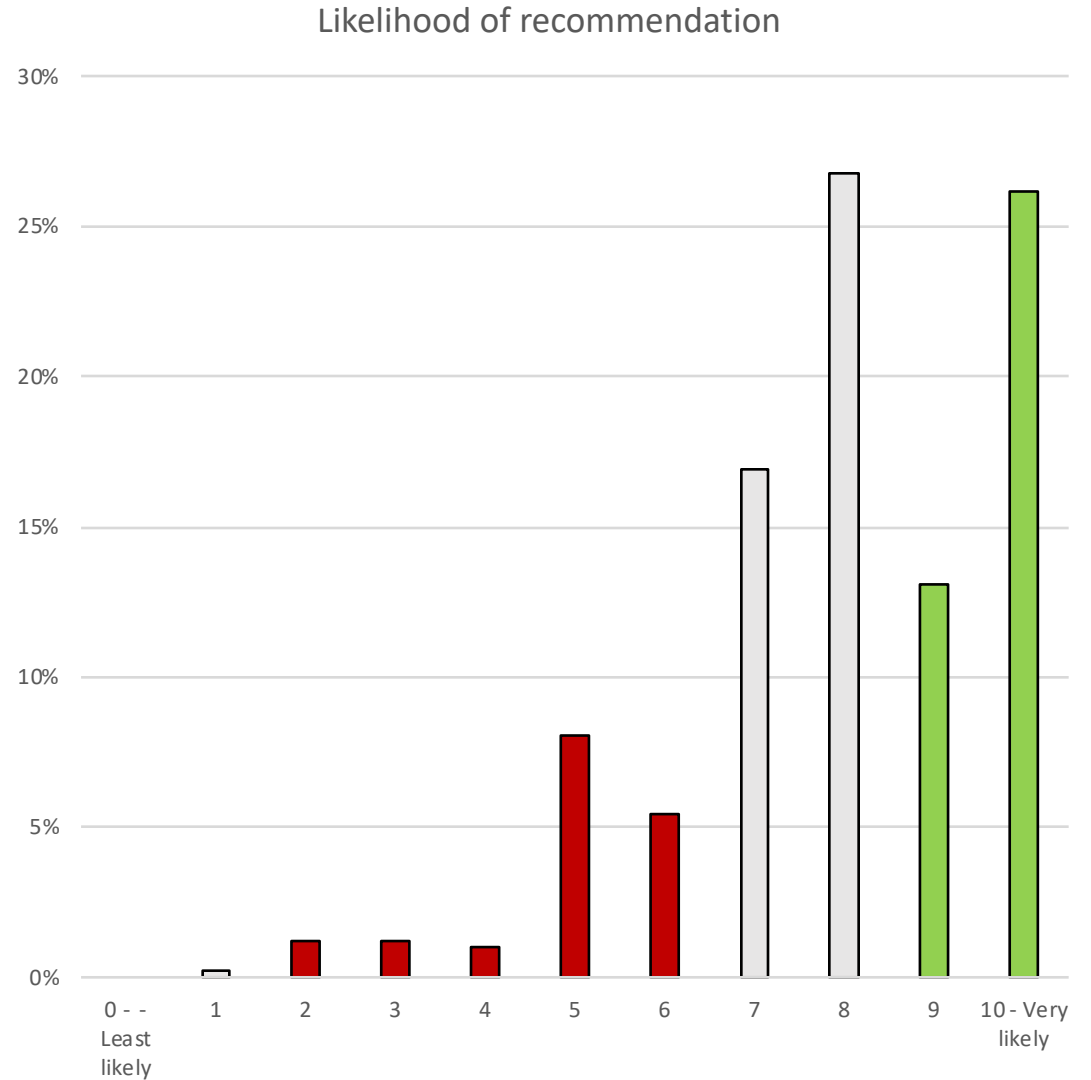
Period 11 (05/01/2020-01/02/2020)



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Customer Satisfaction Surveys; Headlines

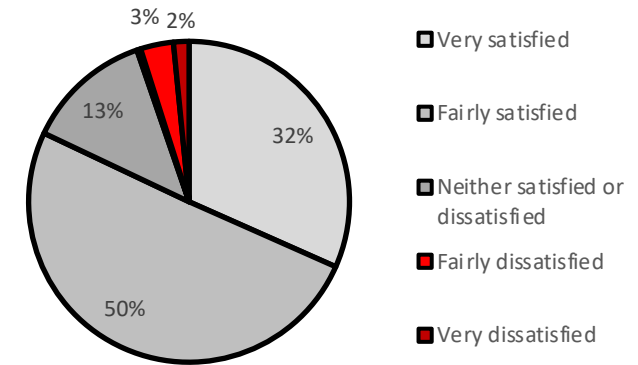
- Overall **journey** satisfaction increased by 10% to **89% of customers being satisfied** compared to 79% in the Autumn NRPS.
- Overall **Net Promoter Score** for Period 11 was **22** with **39%** of our customers would recommend us to their friends and family.
- **90%** of customers were satisfied with the overall **on-board** environment which 15% higher than the Autumn NRPS result of 74%.
- **82%** of customers were satisfied with the overall **station** environment, 11% higher than the most recent NRPS result of 71%.
- **97%** of customers who had already purchased tickets were satisfied with the overall **ticket buying** process, compared to 76% in Autumn NRPS.
- **63%** of customers were satisfied with how the **delay** they incurred was handled –18pp above the 45% result in the Autumn NRPS.



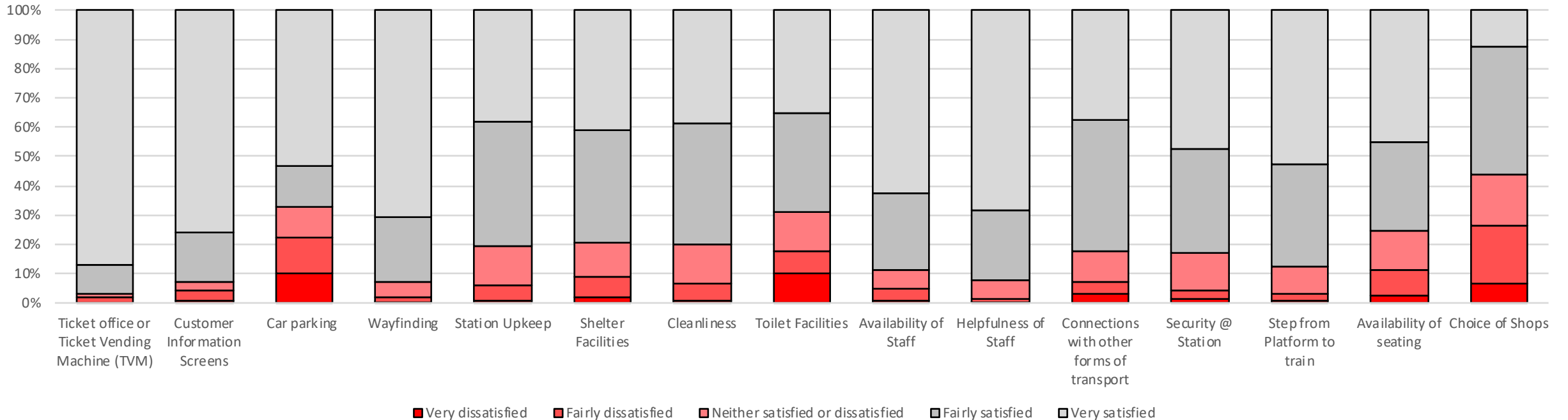
Customer Satisfaction Surveys; Station

- **82%** of customers were satisfied with the **overall station** environment, an increase of 4pp from P10.
- **79%** were satisfied with **toilet facilities**
- **56%** were satisfied with the **choice of shops**
- **67%** were satisfied with the **car parking facilities**
- **93%** of people were satisfied with the **helpfulness of staff at the station.**

Overall Station Environment Satisfaction



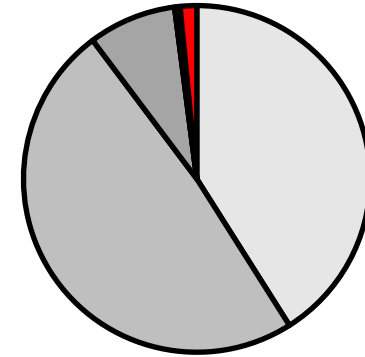
Station Environment



Customer Satisfaction Surveys Onboard

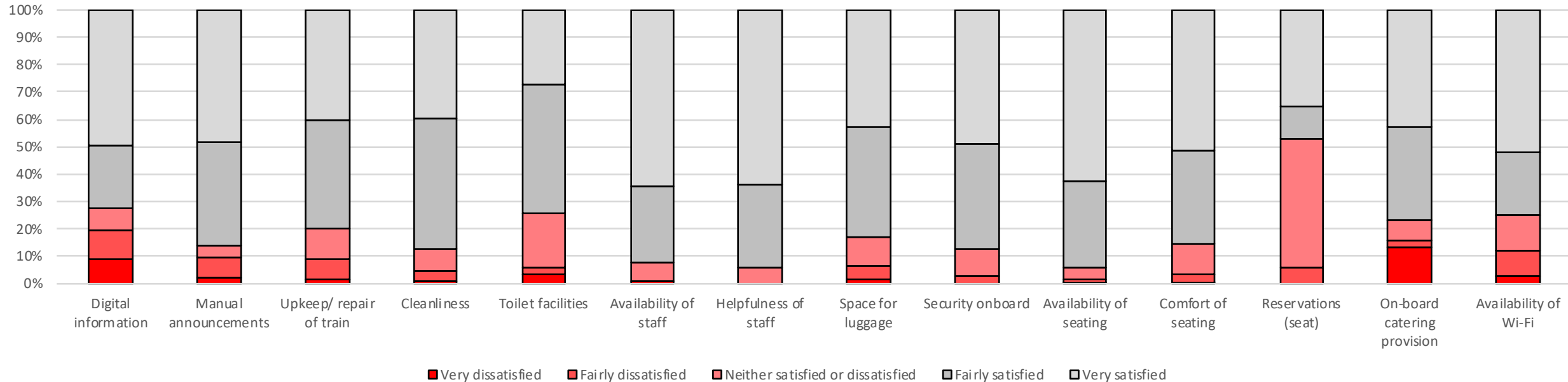
- **90%** of customers were satisfied with the **overall onboard environment**,
- **75%** were satisfied with the **availability of Wi-Fi** on-board.
- **83%** of customers were satisfied with the **luggage space** provided
- **88%** were satisfied with their own personal **security** on the train
- **87%** were satisfied with onboard **cleanliness**
- **74%** were happy with the onboard **toilet facilities**
- **95%** were satisfied with the **helpfulness of staff**

Overall On-Board Satisfaction



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

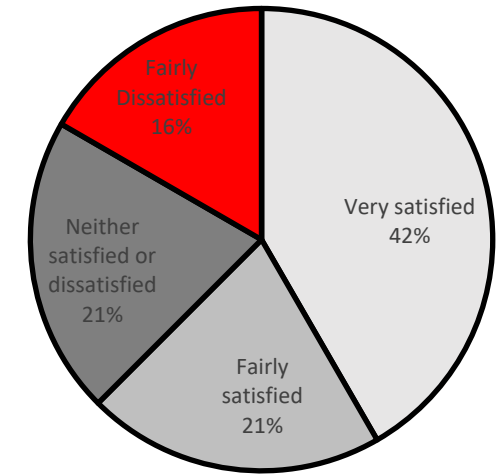
On-board Environment



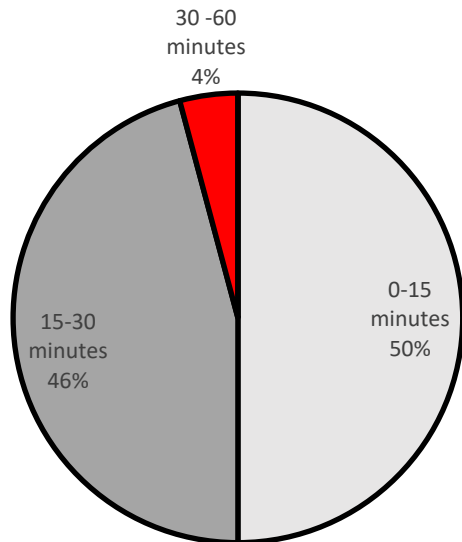
Customer Satisfaction Surveys Disruption

- **12%** of customers incurred a **delay**, a 6pp increase from P10
- **50%** of this sample would have been **ineligible** to claim for **delay compensation** (less than 15 minutes)
- **48%** of customers were **aware of the 'Delay-Repay'** scheme
- Customers were mostly satisfied with the **handling of disruption**: 63% of customers were satisfied with this
- This is 18pp higher than the 45% satisfaction in the latest NRPS results.

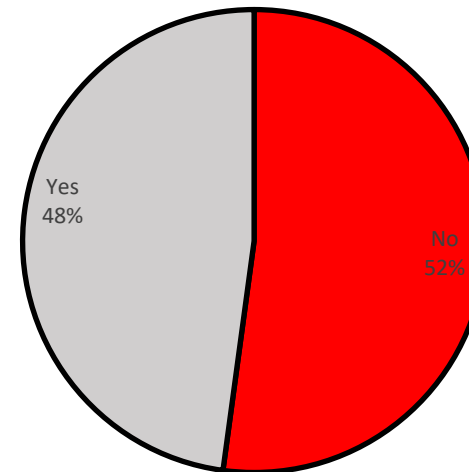
Satisfaction with handling of disruption



How long was the disruption?'



Awareness of 'Delay-Repay'



Thank you

