

Mystery shopper survey

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

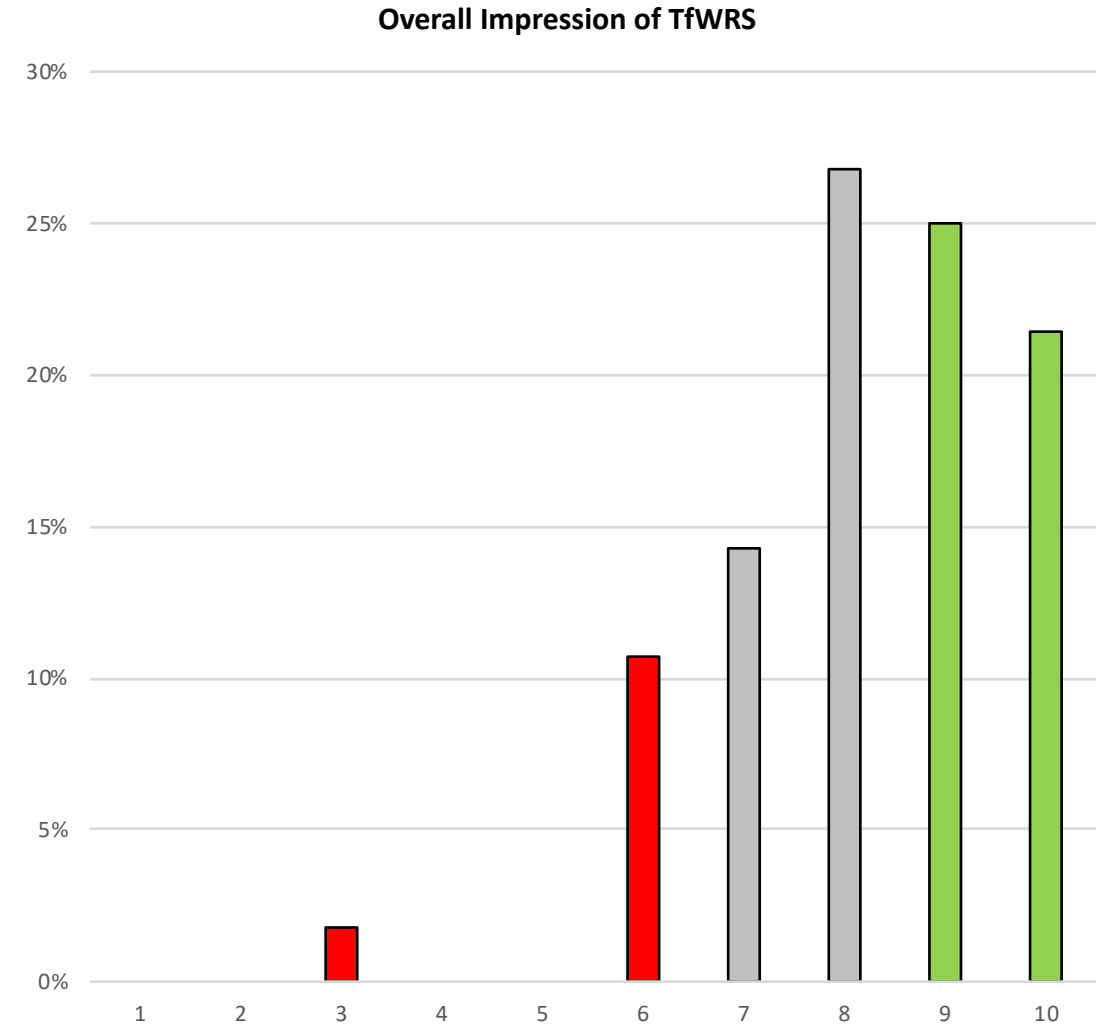


TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Overall Impressions

Mystery shoppers were asked to rate their overall impression of Transport for Wales as well as their impression of key areas:

- Overall impression of TfW: **73%** of mystery shoppers gave a score equal to or greater than 8 in P11
- **75%** of Mystery shoppers were impressed with the station concourse/ticket hall they visited
- **51%** of Mystery shoppers were fairly impressed with the platforms they used
- **78%** were satisfied with the train they journeyed on overall,
- **Overall satisfaction with members of staff across the network was 88%**



First Station Impressions

- **98%** of mystery shoppers felt that the station they visited was clean.
- **94%** of stations surveyed were free from litter
- **96%** of mystery shoppers said they felt safe at the station they visited
- **93%** of customers found the seating at the station usable and comfortable,

Ticket buying facilities and process

Of stations with ticket offices, **94%** of mystery shoppers noted that the ticket office was open at the time of the visit – **100%** of those were staffed at the time of the visit.

12% had to queue, all were under 5 minutes.

Of stations with a Ticket Vending Machine, **93%** were working on the day of the survey;

1.7% of mystery shoppers needed to use the TVM.

Booking office colleagues

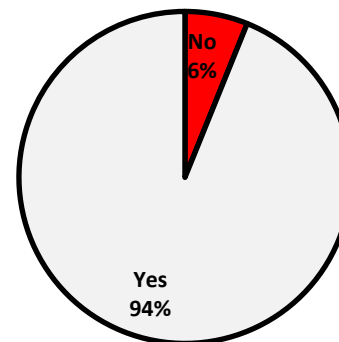
73% of customers felt that the member of staff they spoke to in the booking office proactively offered advice for their journey

92% of mystery shoppers were satisfied that the member of staff at the booking office was friendly and helpful

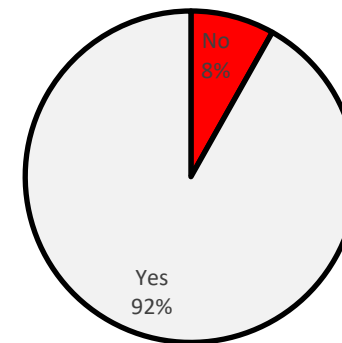
88% also found staff were smartly dressed and wearing name badges

After speaking to staff in the ticket office **59%** of mystery shoppers felt more positive about TfWR,

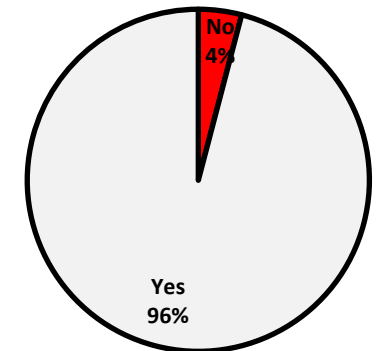
... did the member of staff give you their full attention?



Was the member of staff friendly and helpful?



Was the member of staff knowledgeable?



Station waiting areas

98% of station platforms surveyed had a waiting room and/or shelter.

87% of waiting areas were considered to be clean and tidy, an improvement of 8% from P10.

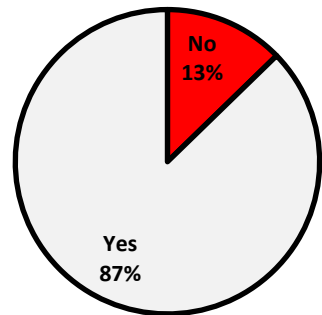
85% were considered to be free of litter

94% of waiting areas were free of graffiti, with the exceptions of Aberdare, Haverfordwest and Treforest..

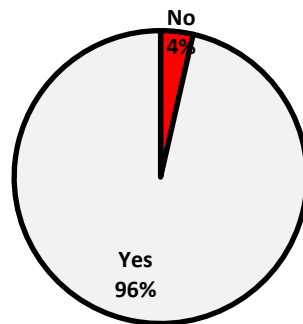
90% were considered free of damage,

96% had no etching on windows

Was the waiting area clean?



Were the seats in the area clean?



Station - Toilets

35% of mystery shoppers noted that there were customer toilets accessible from the station entrance. Of these, **85%** were open at the time of the mystery shop.

100% of station concourse toilets were considered clean and tidy, free of litter and free of graffiti at the time of the visit.

94% were fully operational with no toilets out of order at the time of the mystery shop

35% of stations had toilets accessible from the platform. **90%** were open and available for use.

100% of the platform toilets surveyed were clean. 95% were free from litter – and 100% free from graffiti.

100% were also fully operational with no toilets out of order at the time of mystery shop.

Station – Provision of information

82% of mystery shoppers could view information screens from the waiting areas.

100% of station information screens were considered easy to read and comprehend,

39% of mystery shoppers found the PA was in use for departure announcements in both English and in Welsh

97% considered the announcements over the PA to be clear

30% of stations mystery shopped had information/help desks. Of these, 70% were manned.

91% of mystery shoppers felt those manning these desks were helpful, friendly and gave the shopper their full attention. 91% also found the member of staff was knowledgeable.

66% of mystery shoppers felt more positive about the company after this experience

96% of mystery shoppers found it easy to find their platform.

Onboard facilities and cleanliness

100% of services mystery shoppers travelled on had toilets. **98%** were open to use.

100% of all available toilets were clean, the best performance in this area this year. 96% were free from litter.

98% of toilets were fully operational

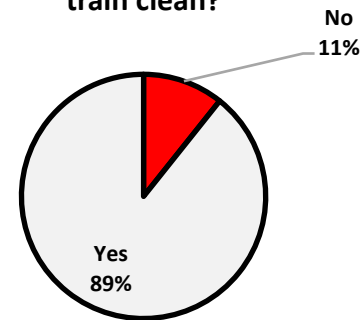
No mystery shoppers encountered graffiti on the services they travelled on in either the general interior or toilets.

89% of shoppers noted that the interior of the train was generally clean
96% were considered free of litter.

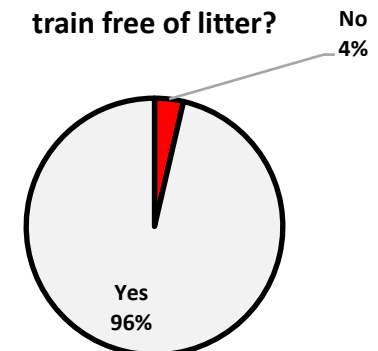
91% of train interiors were considered to be in good condition

95% of shoppers recorded the onboard seating was generally clean

Was the interior of the train clean?



Were the toilets on the train free of litter?



The Journey

76% of services boarded departed on time

8% of mystery shoppers experienced an overall delay.

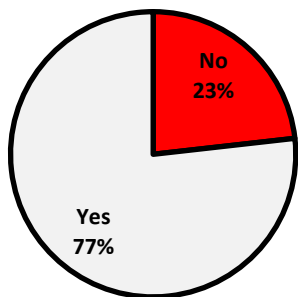
Delays were communicated via information screens for **92%** of services that did not depart on time.

53% of services had stops announced over the PA, **91%** of announcements were considered clear.

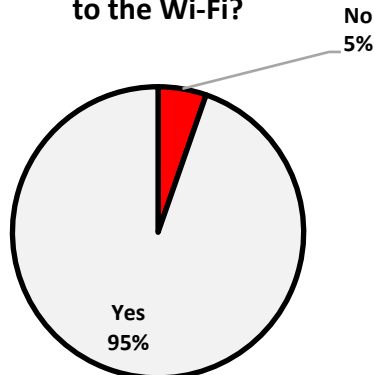
55% of mystery shoppers noted information screens on-board. Of those that did have information screens, **93%** of them displayed upcoming stops.

94% of customers were able to access the Wi-Fi on-board

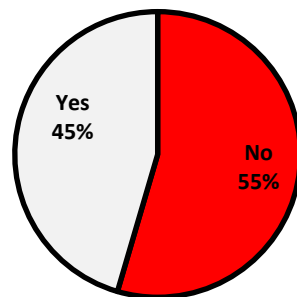
Did the train depart on time?



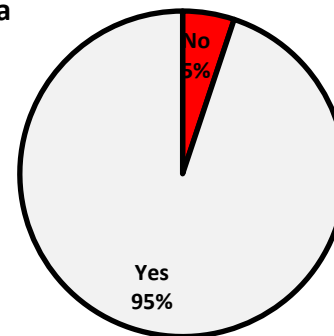
Were you able to connect to the Wi-Fi?



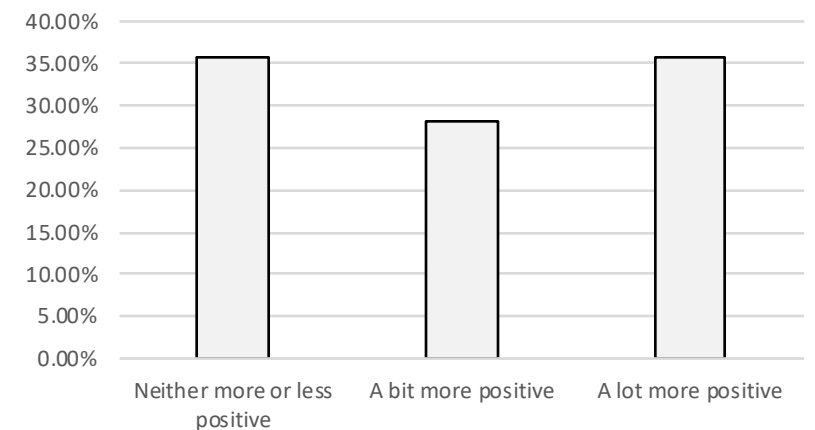
Was the delay communicated via the PA system?



Was the conductor smartly dressed?



After talking to the conductor did you feel more of less positive about TfWRS?



Onboard colleagues

70% of mystery shoppers had their tickets checked by a conductor whilst on their journey

Of those that did have their tickets checked, **100%** said that the conductor was friendly, gave shoppers their full attention, and considered them to be knowledgeable.

94% of conductors were considered to be smartly dressed

64% of shoppers felt more positive about TFW after their conversation with the conductor on-board their service

Thank you

