

National Rail Passenger Survey Autumn 2019

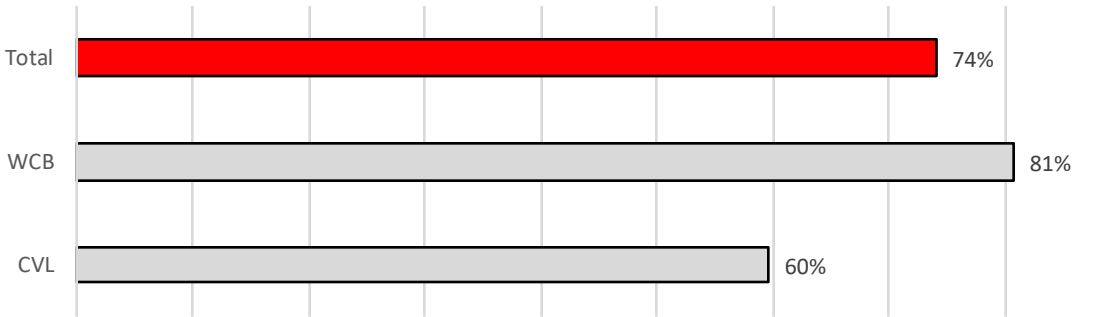
Wales Cross Borders(WCB) and Core Valley Lines(CVL)

Feb 2020

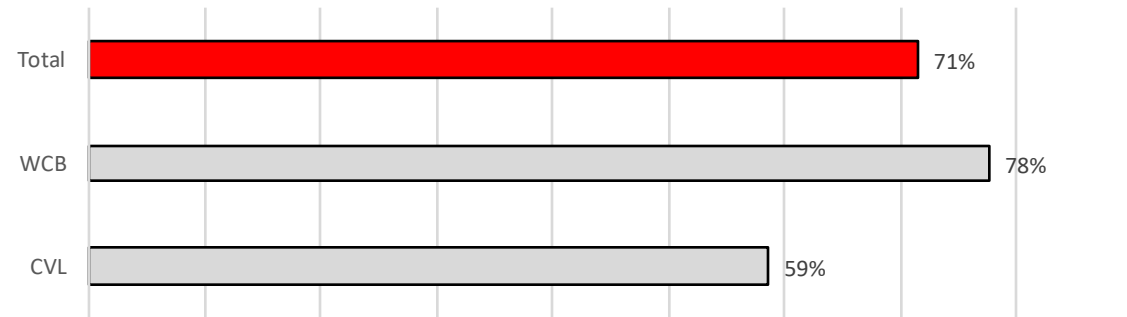
Overview

Total is the overall score for TFW. WCB is the score for Wales Cross Borders and CVL is the score for the Core Valley Lines

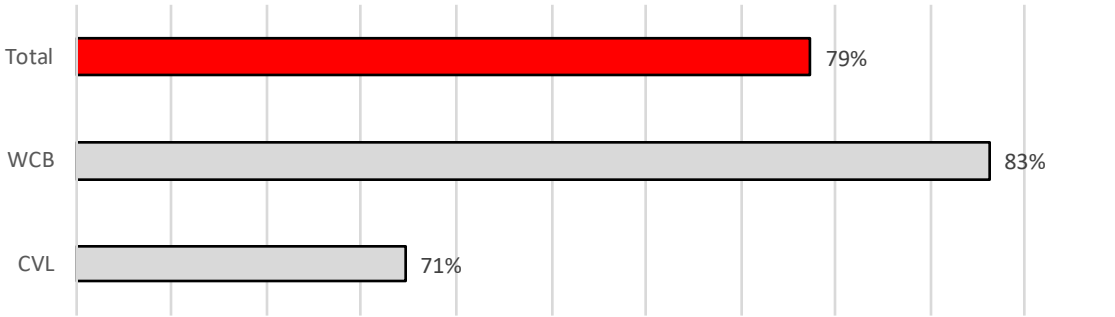
Overall satisfaction with the train



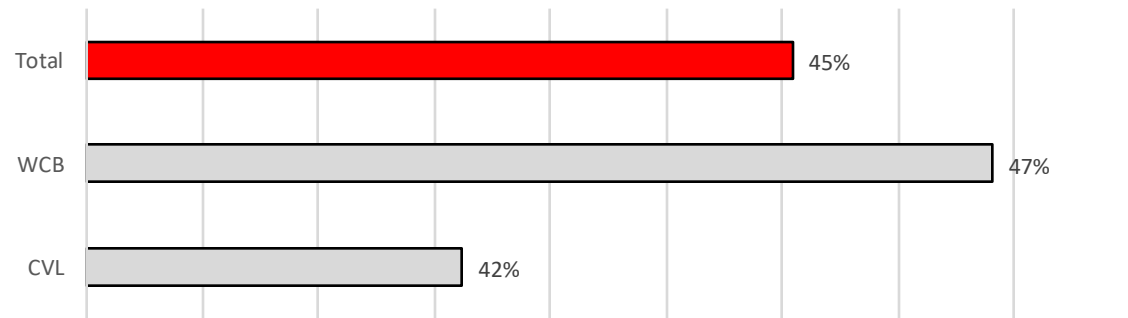
Overall satisfaction with the station



Overall satisfaction with the journey

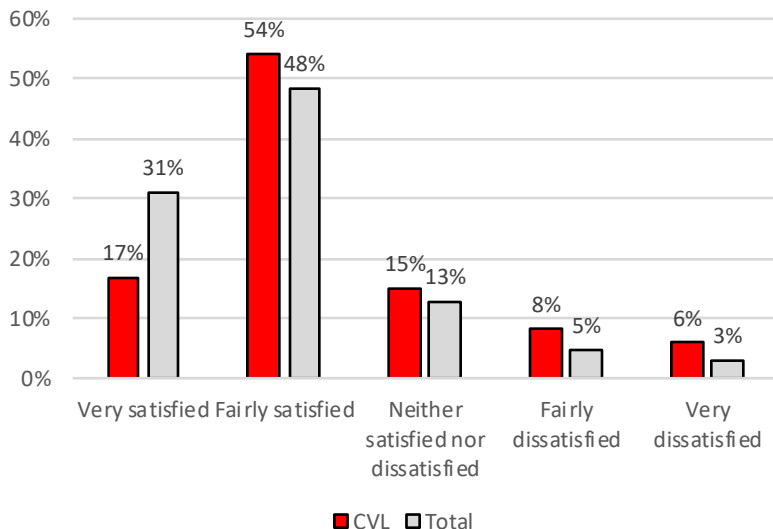


How train company dealt with delays



Core Valley Lines - Breakdown

Overall satisfaction with the journey



Journey Satisfaction Highlights

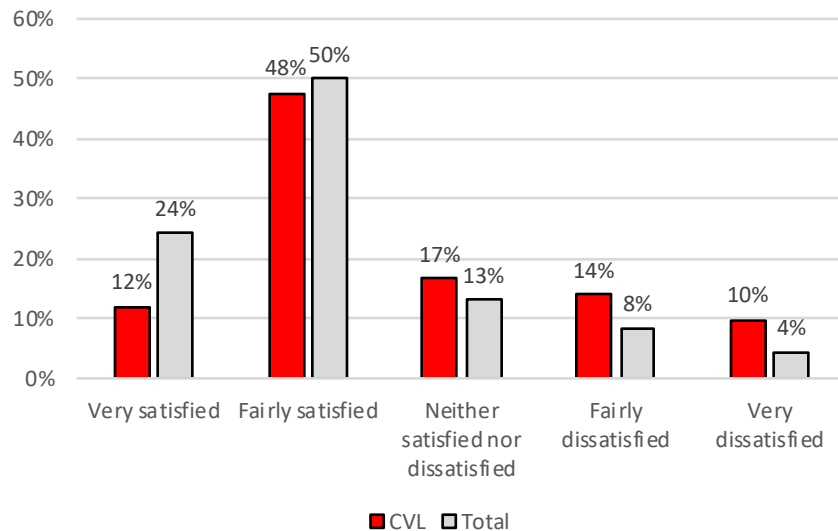
- Customers on CVL routes were **66%** satisfied with the frequency of services on their routes, compared to 70% satisfaction overall.
- Punctuality and reliability of the service scored **65%** satisfaction with CVL customers, compared to 76% satisfaction overall.
- 57%** of CVL customers are satisfied with the level of crowding, lower than the overall satisfaction score of 70%. However, this is a 2% increase on Spring 2019



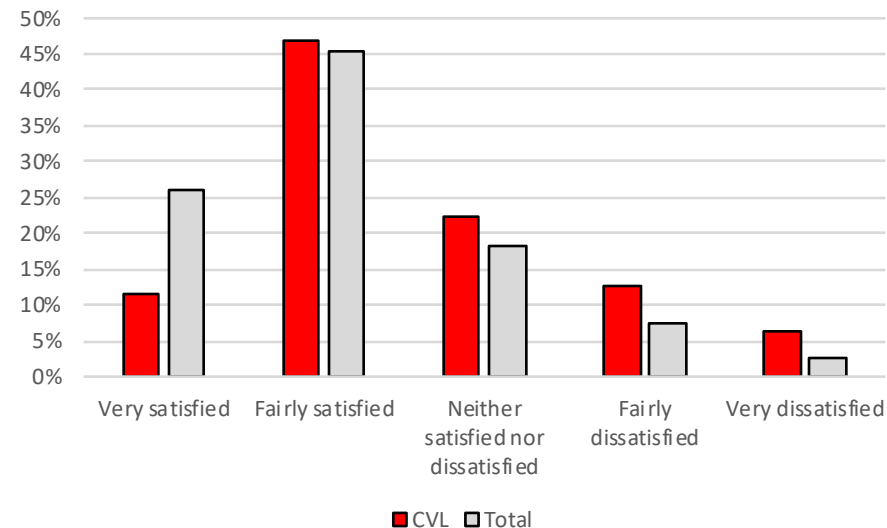
On-Train Satisfaction Highlights

- 52%** of customers on CVL were satisfied with the cleanliness of the inside of the train, compared to 68% overall.
- 57%** were satisfied with the cleanliness of the outside of the train, compared to 65% overall - An 11% increase on the Spring 2019 results for CVL customers.
- 46%** of customers on CVL routes were satisfied with the upkeep and repair of the train, lower than the overall satisfaction score of 61%.
- 46%** of customers were satisfied with the provision of information on their trains, an improvement of 7% on the Spring 2019 results. The overall satisfaction score for this was 60%.

Overall satisfaction with the train



Overall satisfaction with the Station

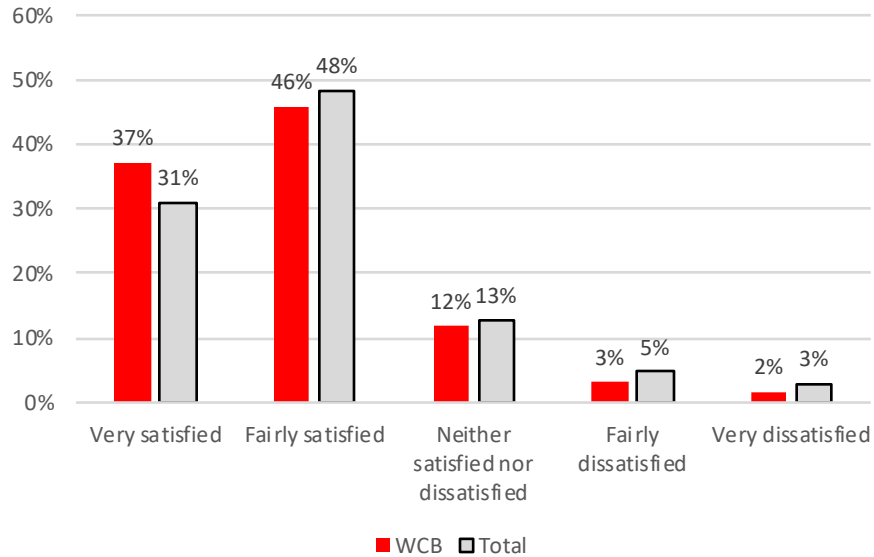


Station Satisfaction Highlights

- Highest scoring question for station satisfaction was 'How request to station staff was handled' at 96%. For CVL this was at **100%** satisfaction!
- 68%** of CVL customers were satisfied with ticket buying facilities compared to an overall score of 76% across the TfWRS network.
- 26%** of CVL customers were satisfied with Wi-fi availability at the station, compared to an overall of 36% across the network.

Wales Cross Borders - Breakdown

Overall satisfaction with the journey



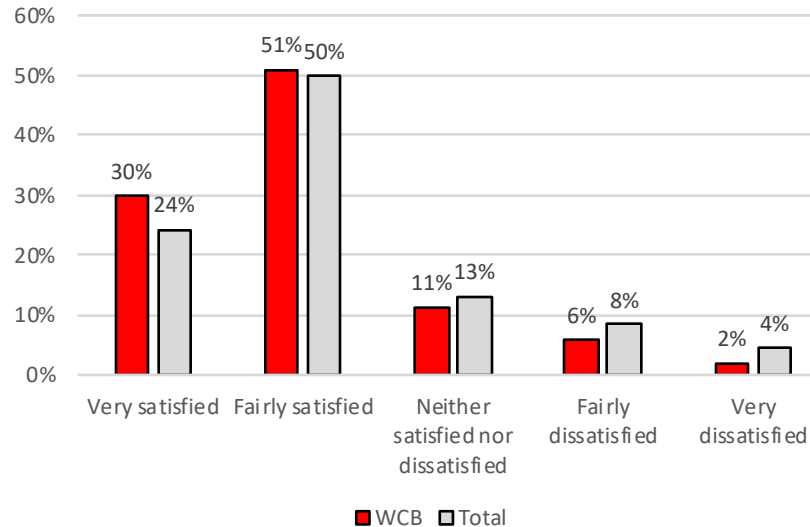
Journey Satisfaction Highlights

- **72%** of WCB customers were satisfied with the frequency of trains along their route, 2% higher than overall satisfaction of 70%.
- Along WCB routes, **81%** of customers were satisfied with punctuality/reliability of the services they travel on, a decline of 2% from the Spring 2019 results, however higher than the 76% overall satisfaction score.
- **82%** of customers on WCB were satisfied with the length of time the journey is scheduled to take, a decline of 3% from Spring 2019 results but higher than the 79% overall satisfaction.

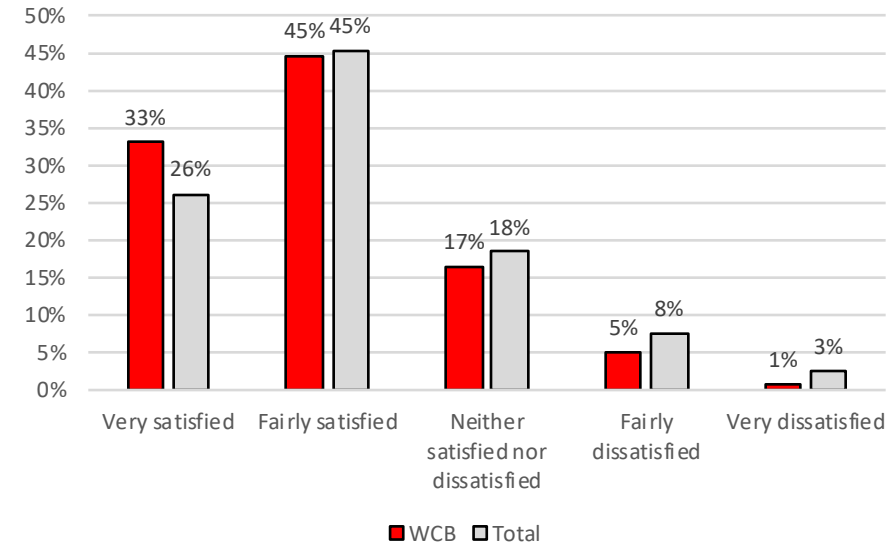
On-Train Satisfaction Highlights

- **75%** of customers on WCB routes were satisfied with the cleanliness of the inside of the train, an increase of 5% from Spring 2019 and higher than the 68% overall satisfaction score.
- 69% were satisfied with the cleanliness of the outside of the train, above the overall satisfaction score of 65%.
- The upkeep and repair of the train scored much higher with WCB customers at 68% satisfaction, compared to 60% overall.
- WCB customers rated the provision of information on-board at 66% satisfied, compared with 60% overall satisfaction.

Overall satisfaction with the train



Overall satisfaction with the Station



Station Satisfaction Highlights

- **81%** of WCB customers were satisfied with the ticket buying facilities at the station, compared with the overall score of 76%.
- **88%** of customers on WCB were satisfied with the provision of information at their stations, an improvement of 5% on the Spring 2019 results and above the 81% overall satisfaction.
- **76%** of WCB customers were satisfied with their security at the station, 4% improvement on the Spring 2019 results and above the overall satisfaction score of 70%.

Thank you

