

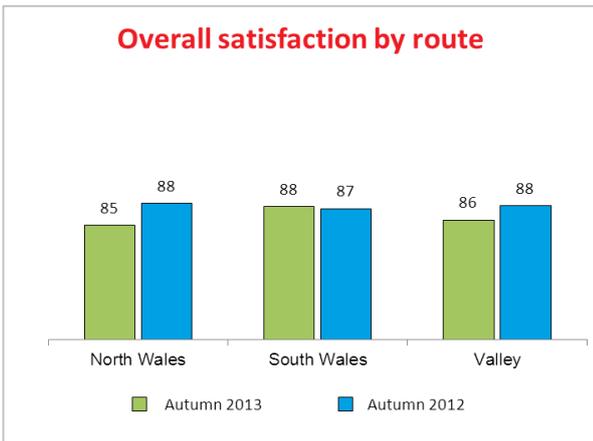
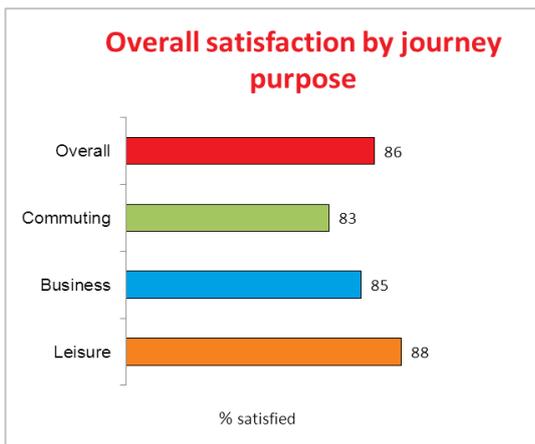
Rail Passenger Satisfaction at a glance: Arriva Trains Wales - Autumn 2013



Passenger Focus is the independent watchdog. Our mission is to get the best deal for passengers. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel for Great Britain.

We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Arriva Trains Wales this time we spoke to 1300 passengers. This page shows the headlines. Page 2 shows satisfaction with individual aspects of the station and the train. Page 3 looks at some factors in a bit more depth. The last page shows which factors have the biggest effect on satisfaction and dissatisfaction.



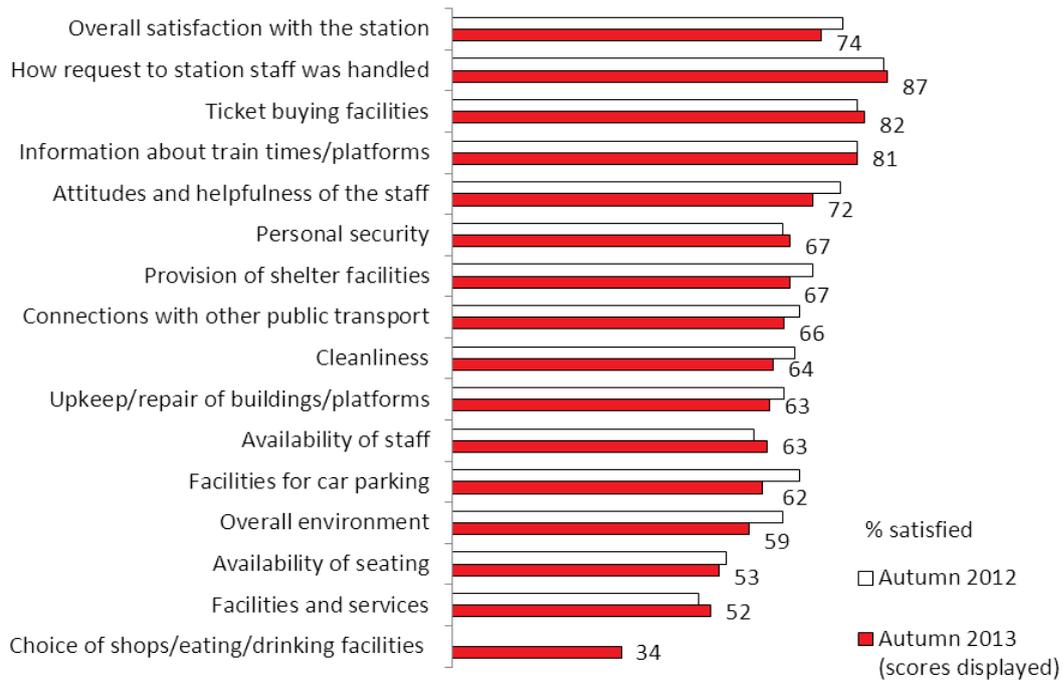
How routes are defined

North Wales: journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

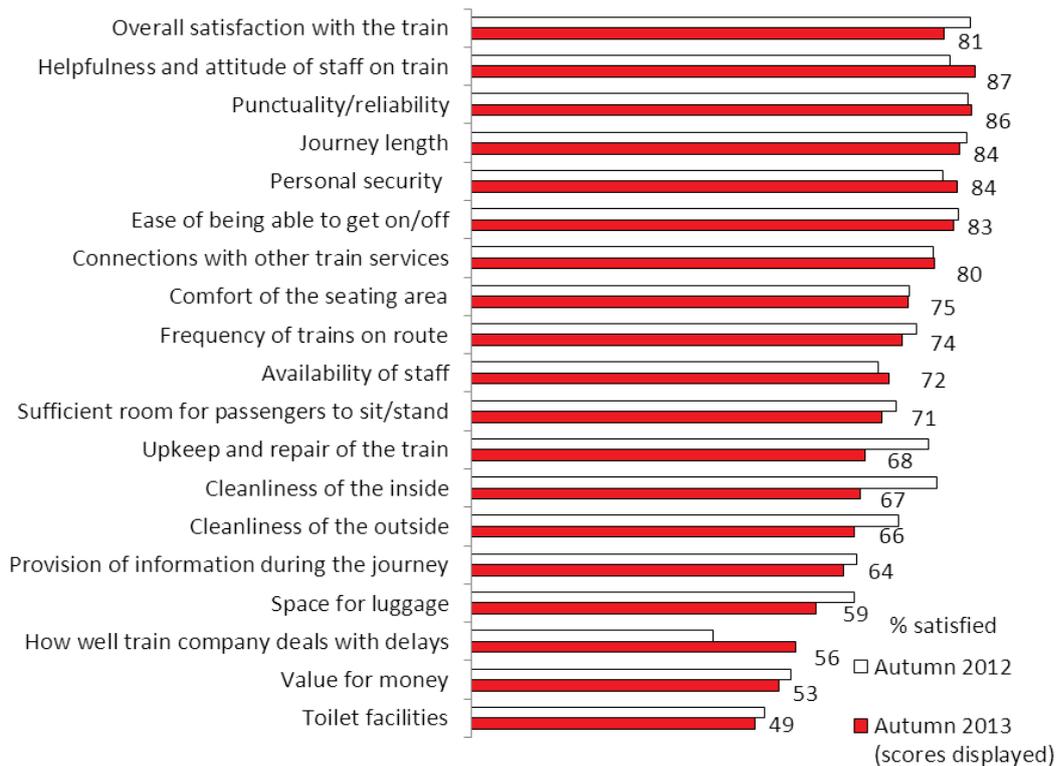
South Wales: journeys from stations in South Wales, excluding the Valley lines around Cardiff

Valley: journeys starting from the Valley lines around Cardiff, including Cardiff itself

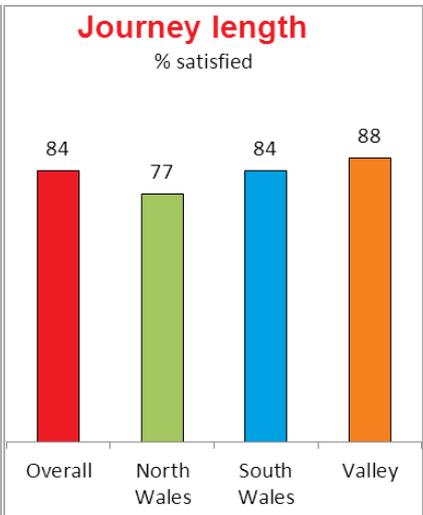
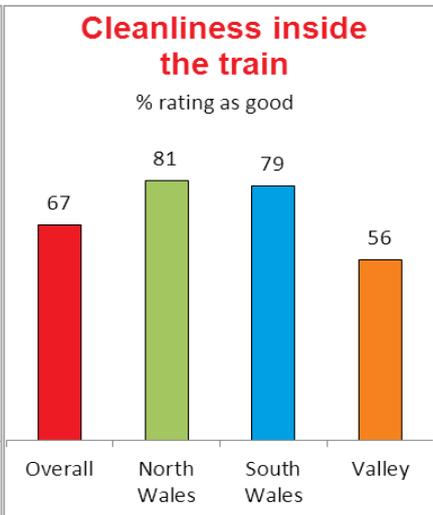
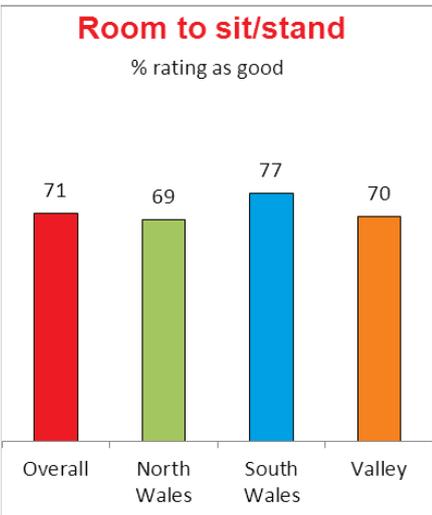
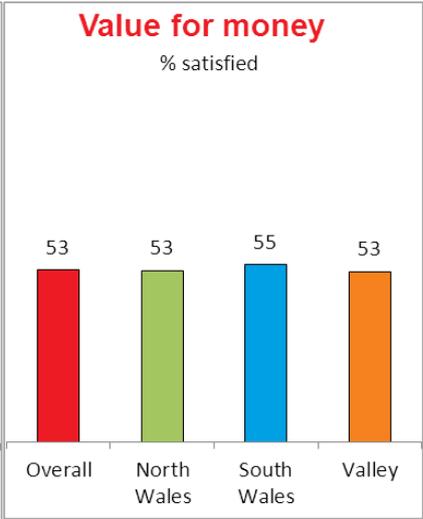
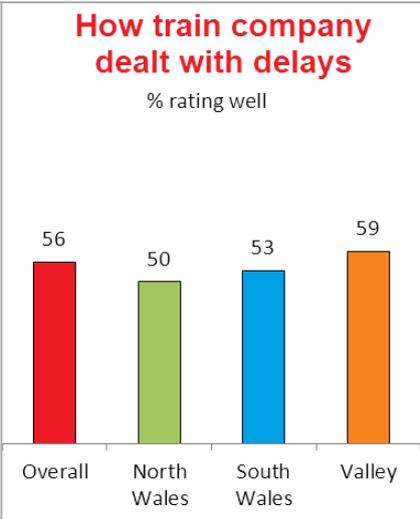
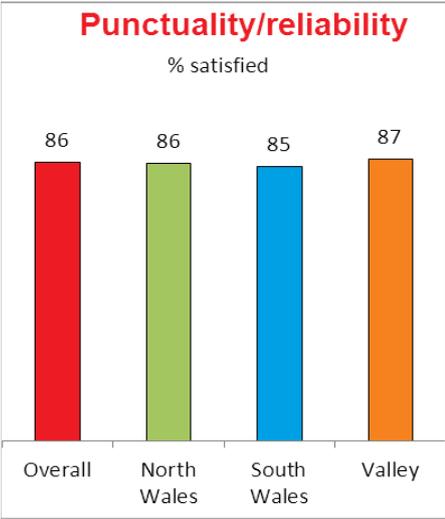
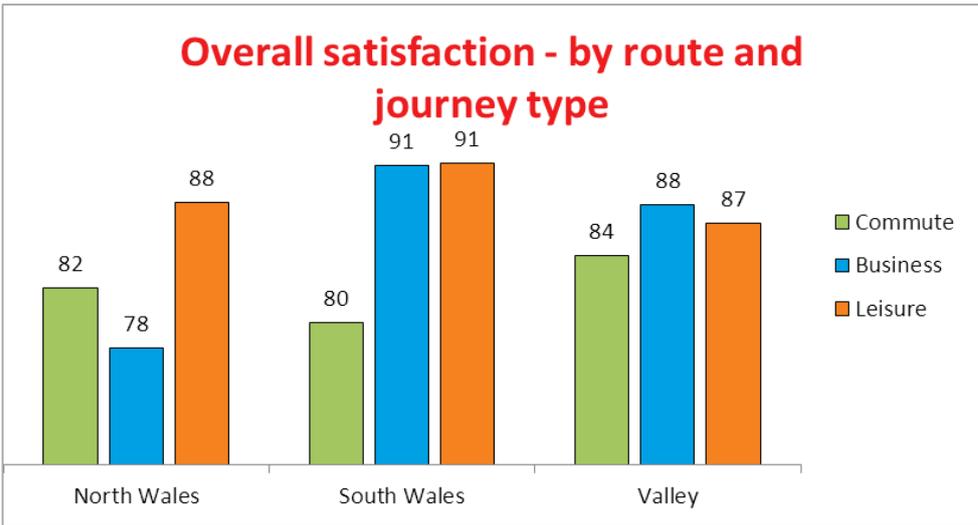
Satisfaction at the station where boarded



Satisfaction on the train



Satisfaction - in a bit more depth (Autumn 2013)



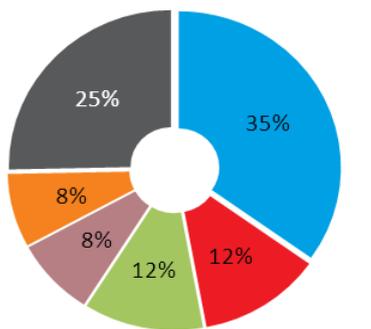
What impacts on satisfaction and dissatisfaction?

Not all the factors shown above will have equal importance - some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction.

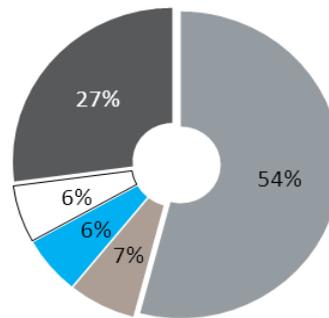
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below the greater the influence on overall journey satisfaction.

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Journey length
- Punctuality/reliability
- Overall station environment
- Provision of information during the journey
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- The comfort of the seating
- Cleanliness inside the train
- Connections with other train services
- Others

This is just a quick look at passenger satisfaction.

To download the full National Rail Passenger Survey, visit:

<http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>

You can explore the results in more depth at:

<http://www.passengerfocus.org.uk/our-open-data>