

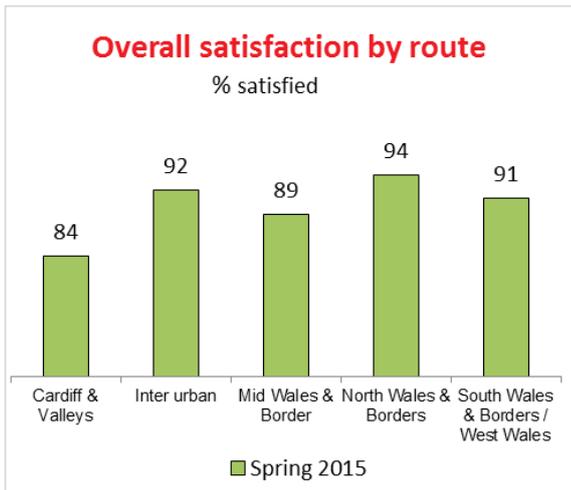
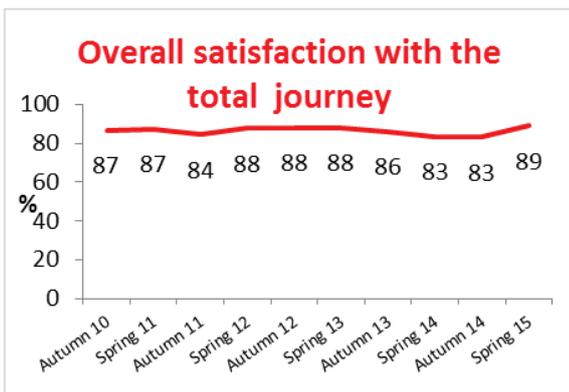
Rail Passenger Satisfaction at a glance: Arriva Trains Wales - Spring 2015



Transport Focus is the independent transport-user watchdog. Our mission is to get the best deal for transport-users. 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 on 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 1386 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

Cardiff & Valleys: Journeys on the Valley lines around Cardiff

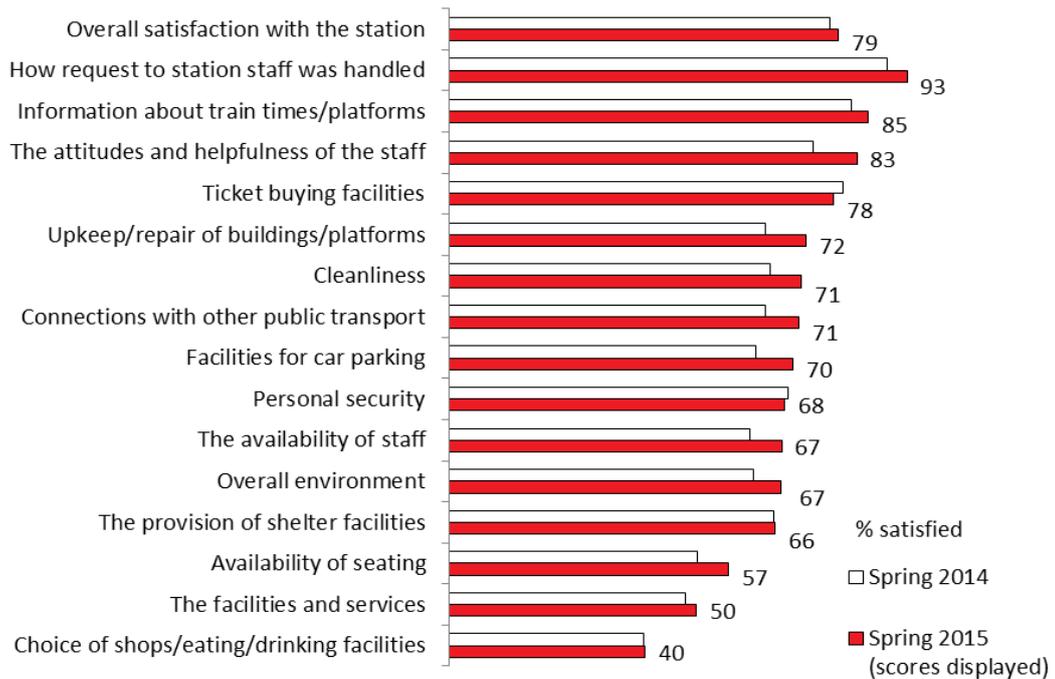
Inter Urban: Journeys on the route Cardiff - Manchester Piccadilly (via Hereford and Shrewsbury).

Mid Wales & Borders: Journeys on the route Birmingham – Aberystwyth/Pwllheli

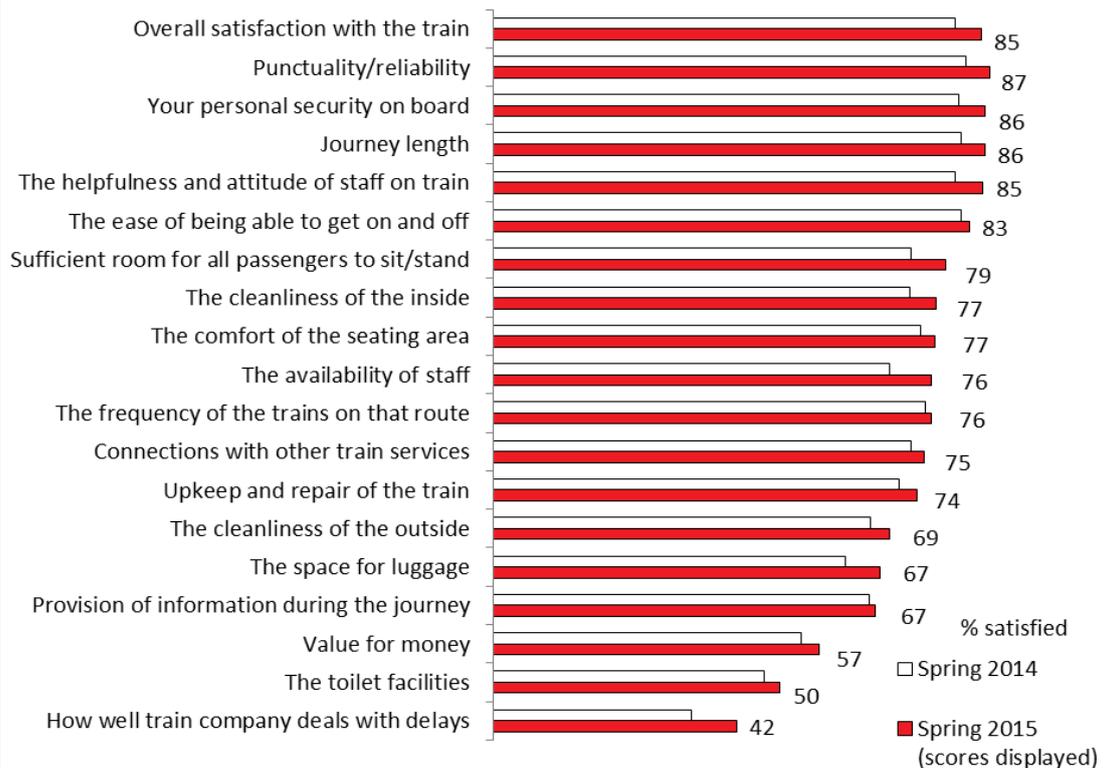
North Wales & Borders: Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury, also includes Llandudno-Blaenau Ffestiniog and Wrexham Central – Bidston.

South Wales & Borders / West Wales: Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

Satisfaction at the station where boarded



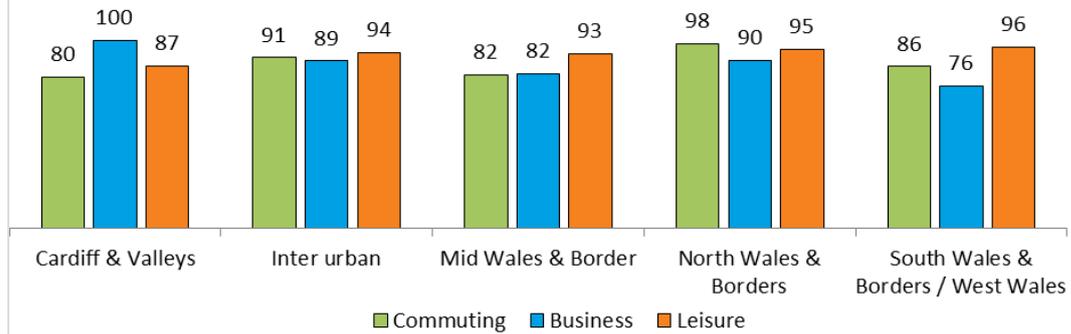
Satisfaction on the train



Satisfaction - in a bit more depth (Spring 2015)

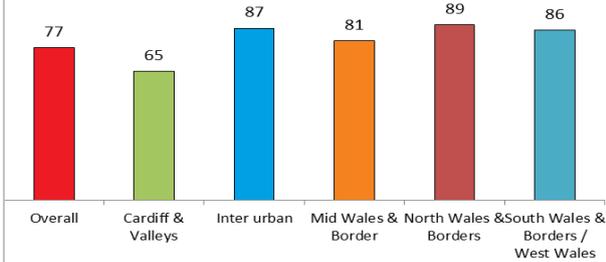
Overall satisfaction - by route and journey type

% satisfied



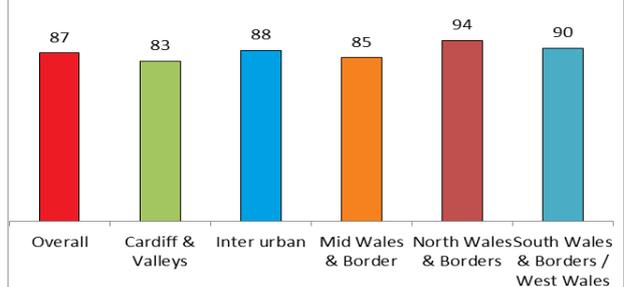
Cleanliness inside the train

% rating as good



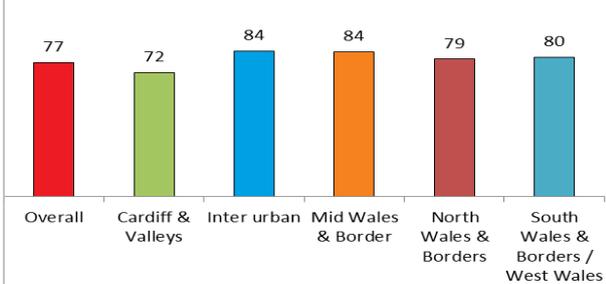
Punctuality/reliability

% satisfied



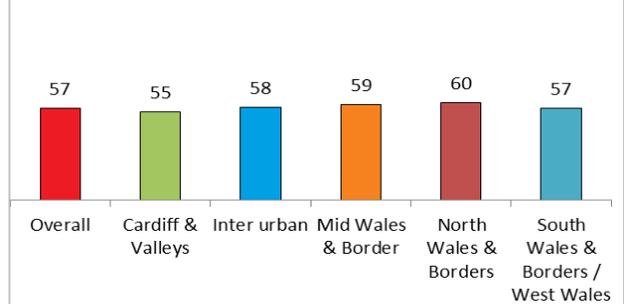
The comfort of the seating area

% rating as good



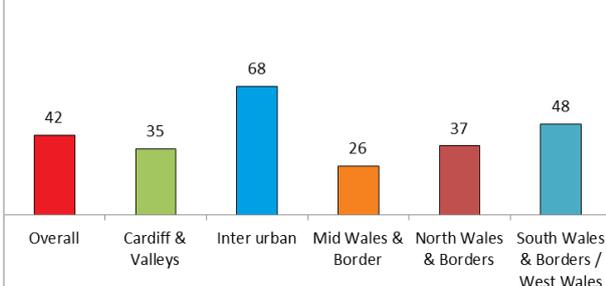
Value for money

% satisfied



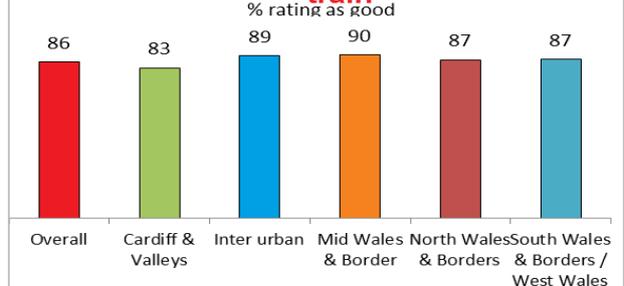
How train company dealt with delays

% rating well



Personal security on board the train

% rating as good



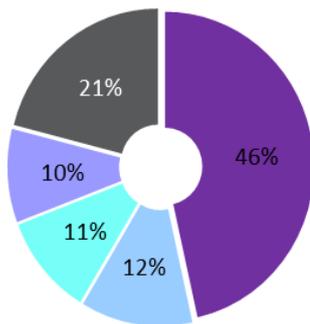
What impacts on satisfaction and dissatisfaction?

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.

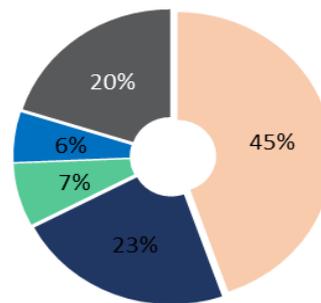
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure below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

What has the biggest impact on overall satisfaction?



- Cleanliness inside the train
- Punctuality/reliability
- Comfort of the seating area
- Journey length
- Others

What has the biggest impact on overall dissatisfaction?



- How train company dealt with delays
- Personal security on board the train
- How request to station staff was handled
- Frequency of trains on the route
- Others

This is just a quick look at passenger satisfaction.

To download the full National Rail Passenger Survey, visit:

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

You can explore the results in more depth at:

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