

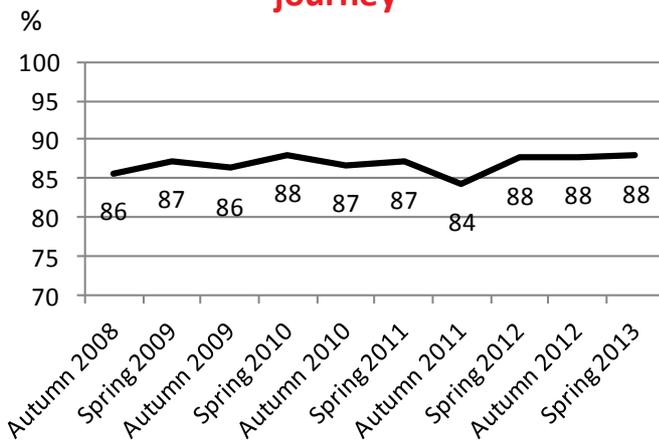
Rail Passenger satisfaction at a glance: Wales - Spring 2013

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

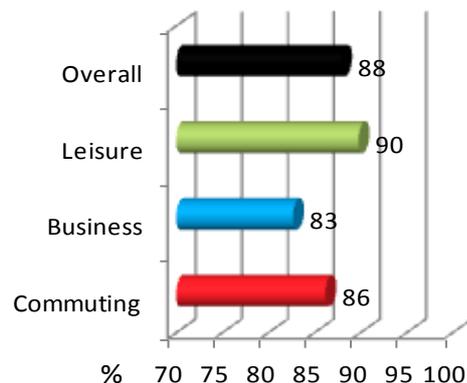
We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.

For Arriva Trains Wales (ATW) each wave typically covers around 1100-1200 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.

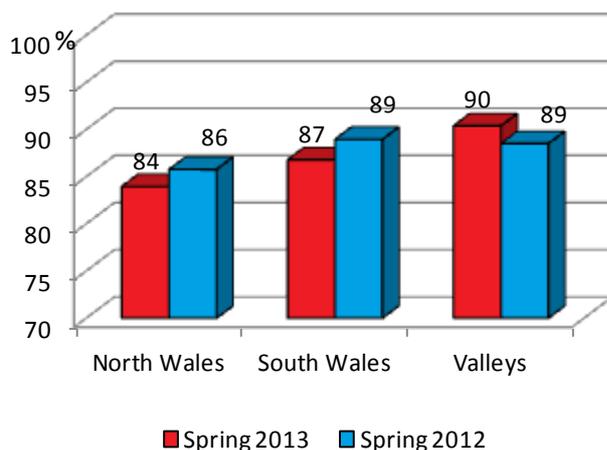
Overall satisfaction with the total journey



Overall Satisfaction - by journey purpose



Overall satisfaction - by route



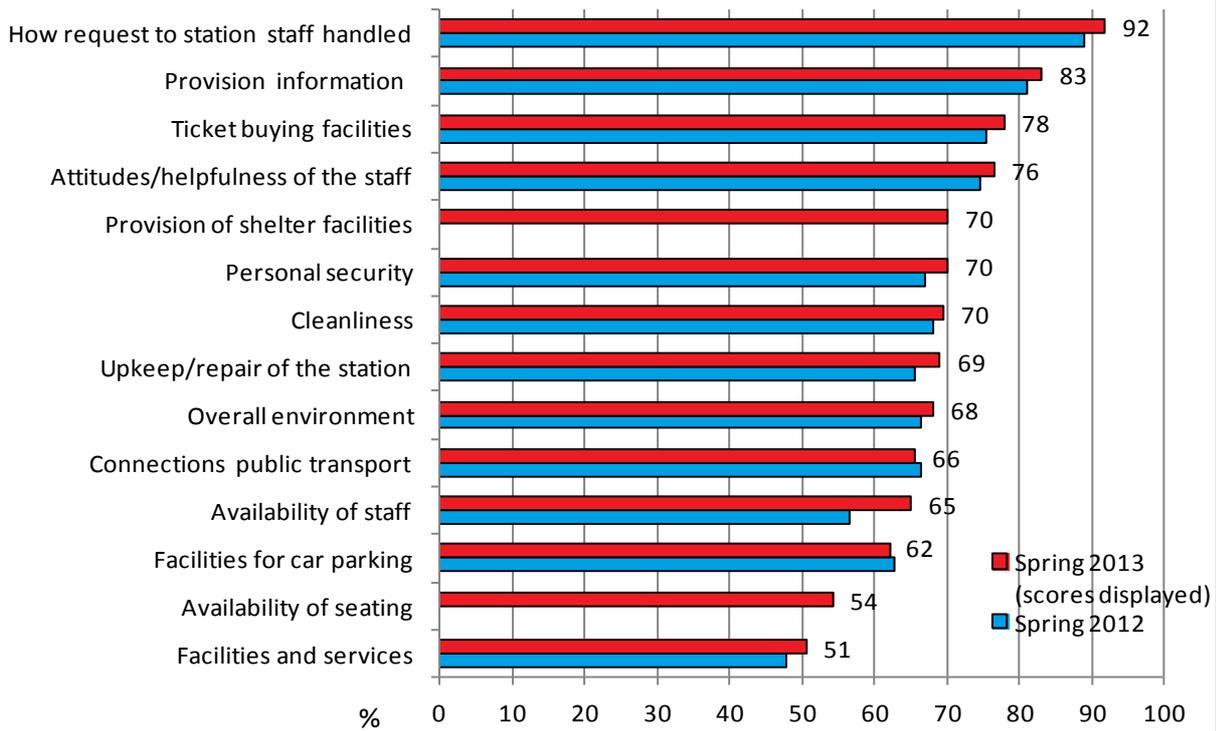
How routes are defined

North Wales: journeys from stations in North Wales, including most lines around Shrewsbury and the Cambrian Coast (e.g. Aberystwyth, Pwllheli).

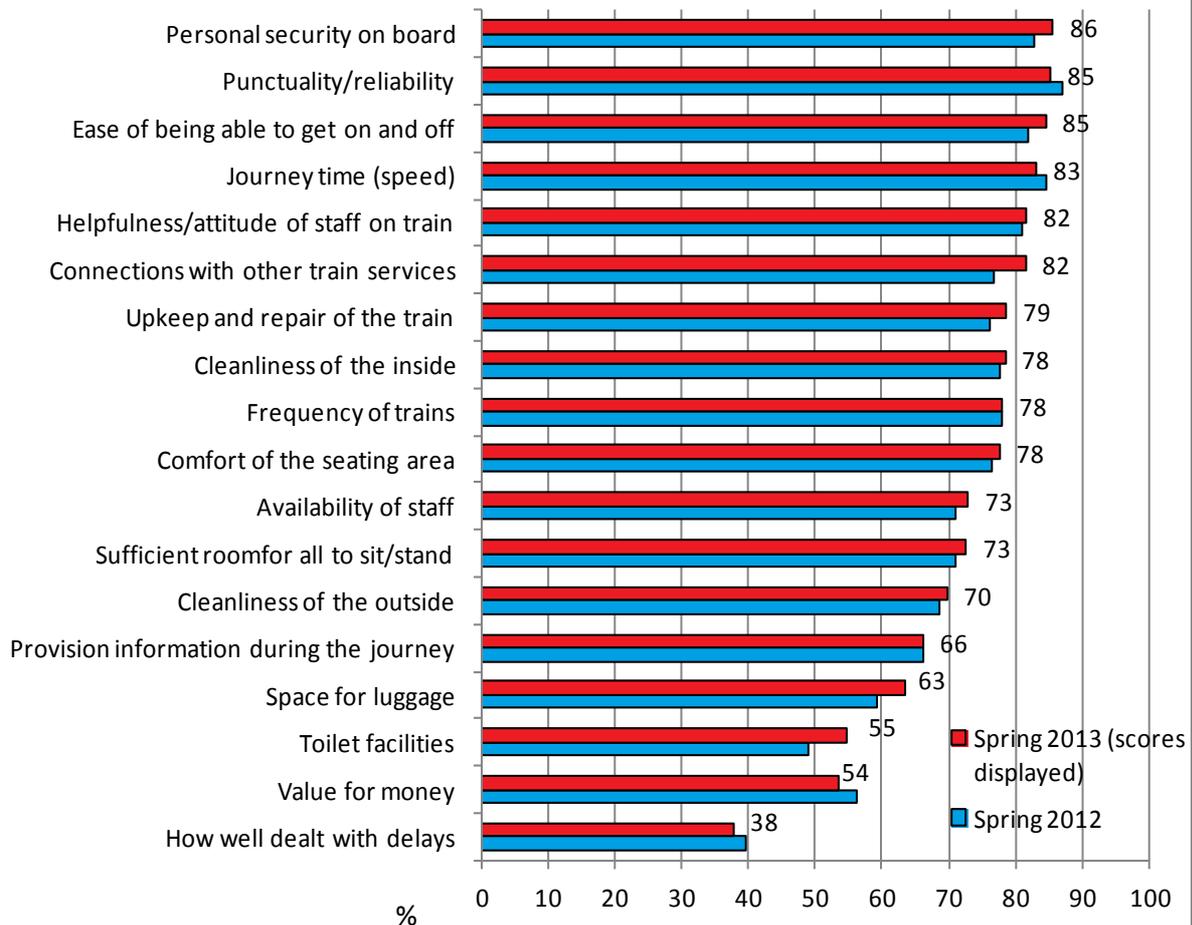
South Wales: journeys from stations in South Wales (excluding the Valley lines around Cardiff) but including Llanelli-Knighton and Newport-Abergavenny)

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

Satisfaction at the station

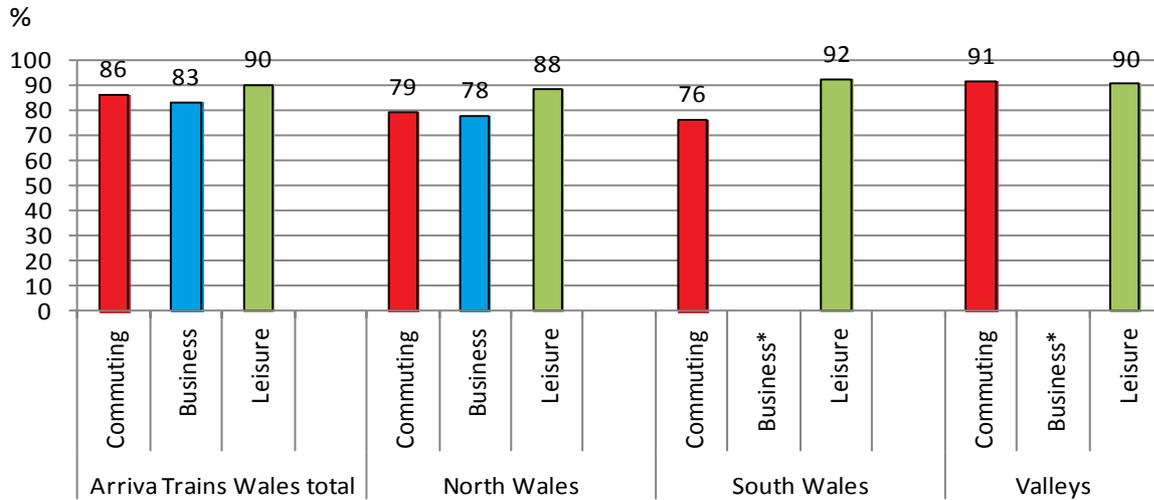


Satisfaction on the train



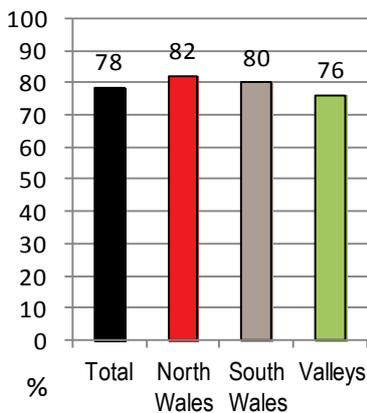
Satisfaction in more depth (Spring 2013)

Overall satisfaction - by route and journey type

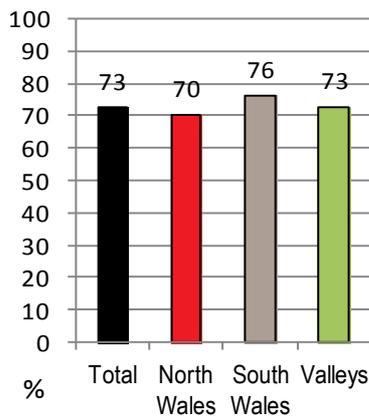


* not big enough sample size to show

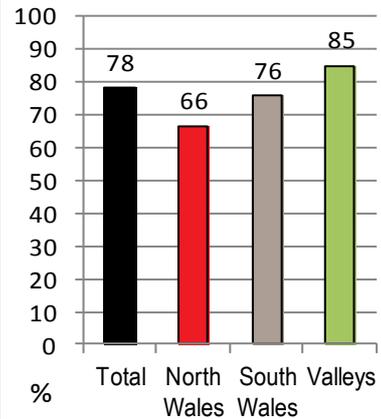
Cleanliness inside the train



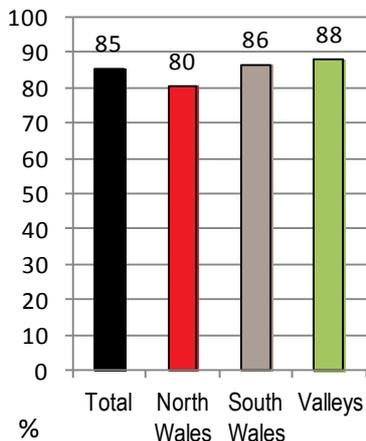
Room for all to sit/stand



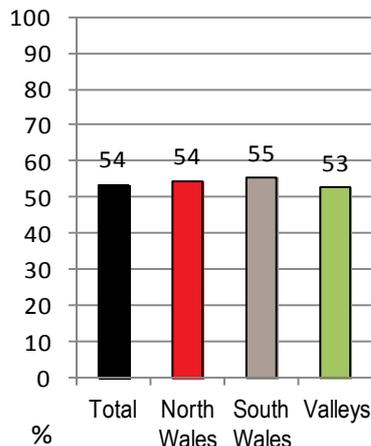
Frequency of trains



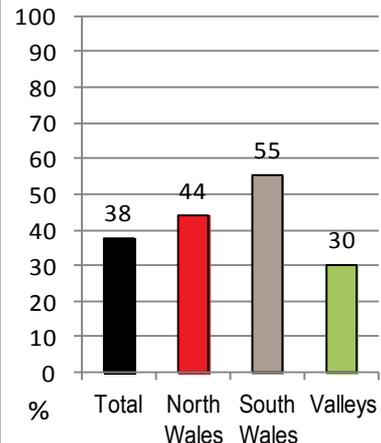
Punctuality / reliability

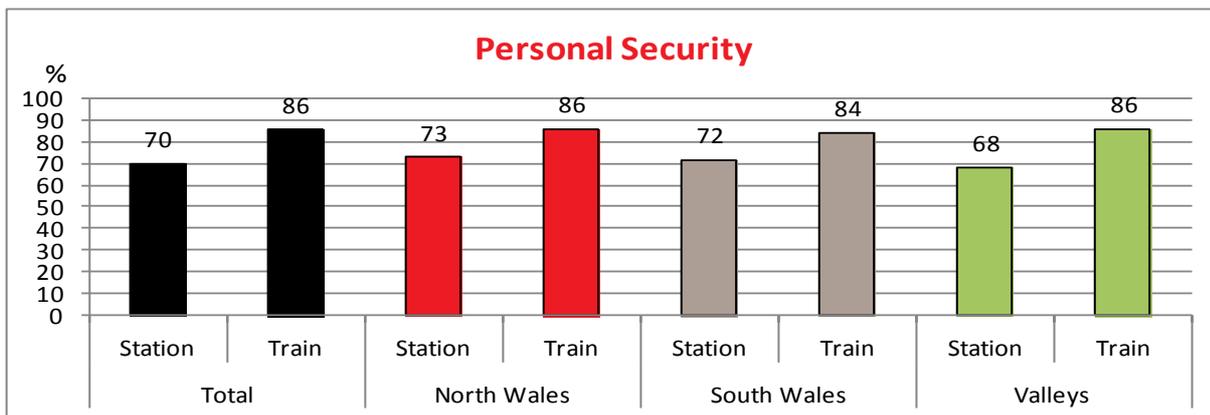


Value for money



How well dealt with delays



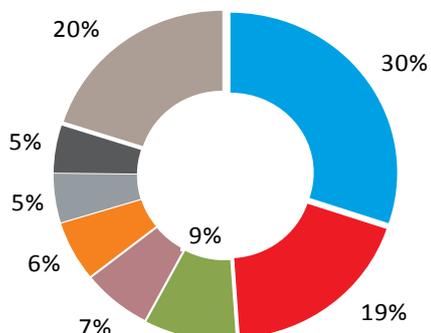


What impacts on satisfaction and dissatisfaction?

Not all the factors shown above will have equal importance - some things will have a much bigger influence on whether you are satisfied or not than others. The charts below show which station and train factors are most important in determining overall passenger satisfaction and dissatisfaction.

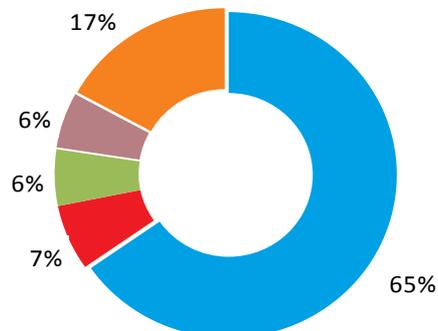
The analysis looks at which factors correlate most highly with overall satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall then punctuality is likely to have a bigger impact on overall satisfaction - the higher the percentage figure the greater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

What has the biggest impact on overall satisfaction?



- Cleanliness - inside train
- Punctuality/reliability
- Comfort of the seating area on train
- Journey time (speed)
- Sufficient room for all passengers to sit/stand
- Facilities and services at the station
- Ease of being able to get on/off train
- Other

What has the biggest impact on overall dissatisfaction?



- How well dealt with delays
- Punctuality/reliability
- Comfort of the seating area on train
- Cleanliness - inside train
- Other

This is just a quick look at passenger satisfaction. To download the full National Passenger Survey, or find a more detailed analysis of each train company, visit: <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>.