

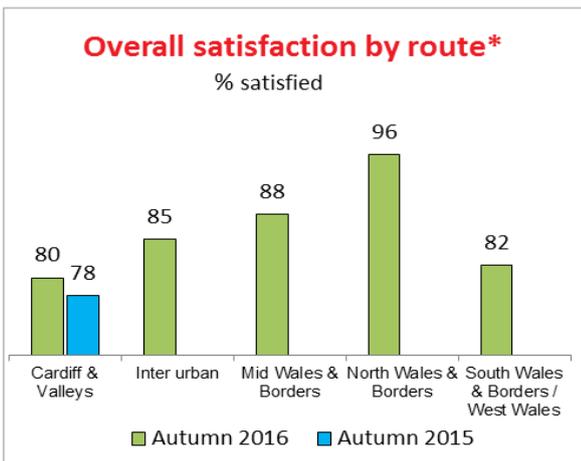
# Rail Passenger Satisfaction at a glance: Arriva Trains Wales - Autumn 2016



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 in 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.

In this survey we spoke to 1086 Arriva Trains Wales passengers. This shows the headline results. 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 the relationship between importance and performance.



\*due to a change in route definitions, route data for Autumn 2015 is only included in this report for Cardiff & Valleys route (this route did not change)

### How routes are defined

**Cardiff & Valleys:** Journeys on the Valley lines around Cardiff

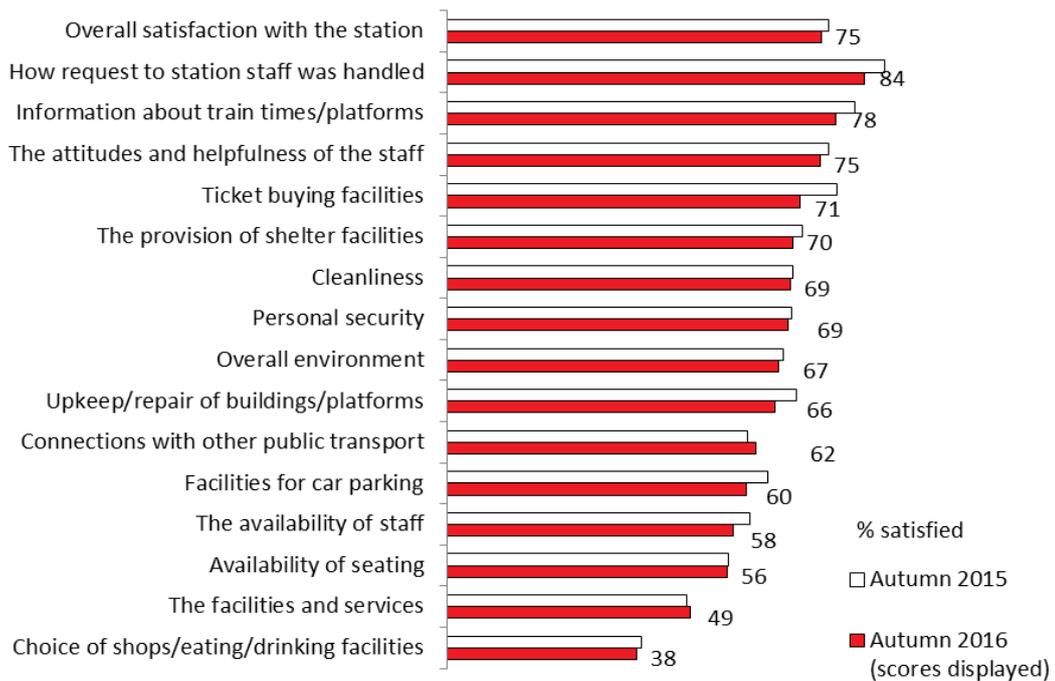
**Inter urban:** Journeys on the Fishguard Harbour – Manchester Piccadilly, Milford Haven – Manchester Piccadilly, and Holyhead – Cardiff Central lines.

**Mid Wales & Borders:** Journeys on the Pwllheli/Aberystwyth – Birmingham International, Shrewsbury – Crewe, and Holyhead – Birmingham International lines.

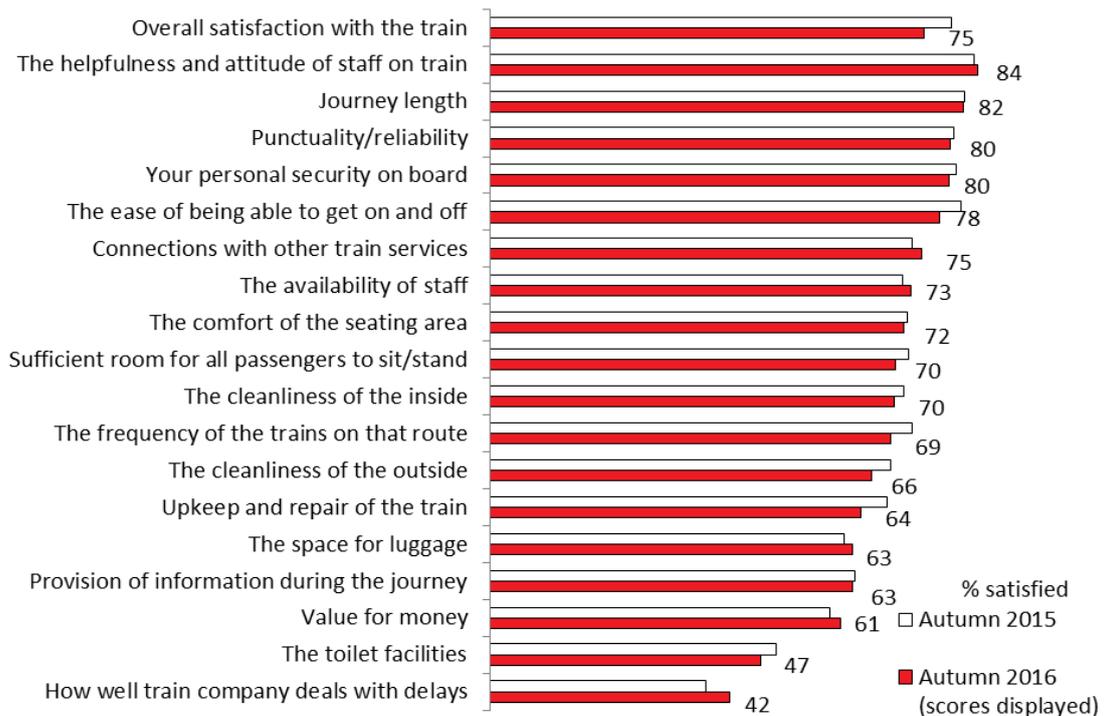
**North Wales & Borders:** Journeys on the Llandudno – Manchester Piccadilly, Bidston – Wrexham Central, Chester – Crewe, and Llandudno/Llandudno Junction - Blaenau Ffestiniog lines.

**South Wales & Borders / West Wales:** Journeys on the Swansea – Shrewsbury, Maesteg – Cheltenham Spa, Pembroke Docks – Swansea, Swansea – Cardiff Central, and Cardiff Central – Ebbw Vale Town lines.

## Satisfaction at the station where boarded



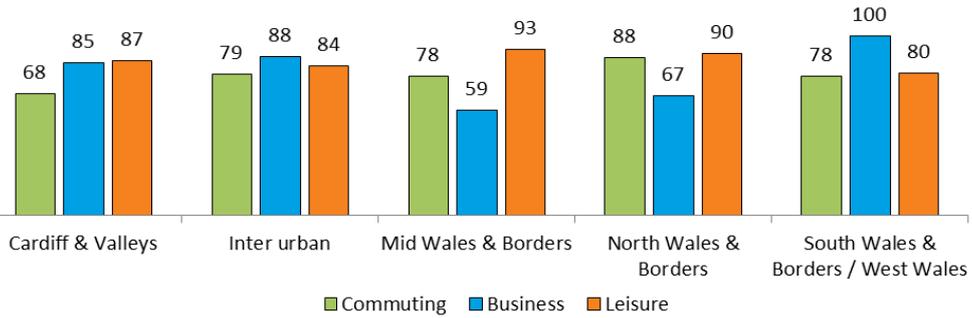
## Satisfaction on the train



## Satisfaction - in a bit more depth (Autumn 2016)

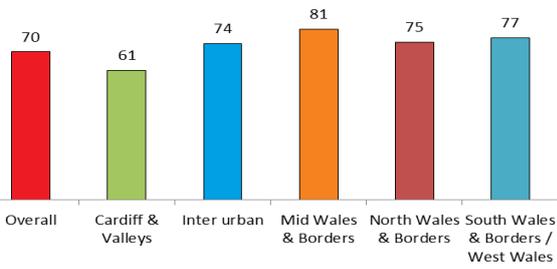
### Overall satisfaction - by route and journey type

% satisfied



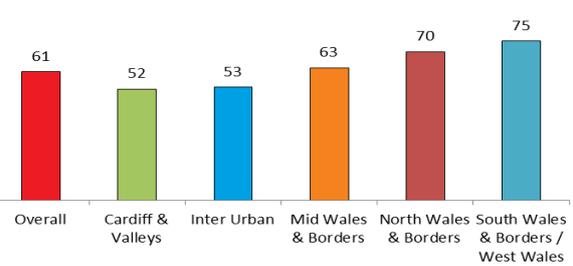
### Cleanliness inside the train

% rating as good



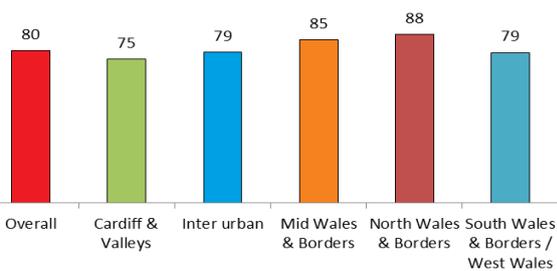
### Value for money

% satisfied



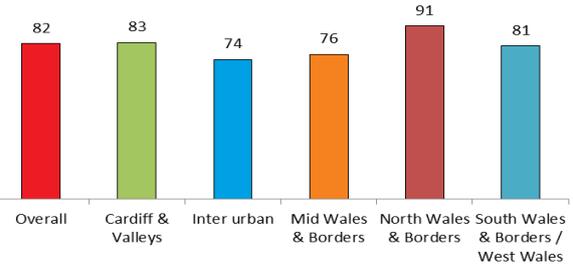
### Punctuality/reliability

% satisfied



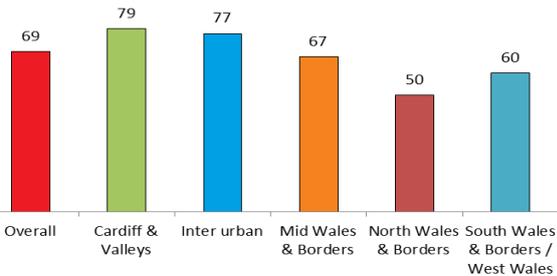
### Journey length

% rating as good



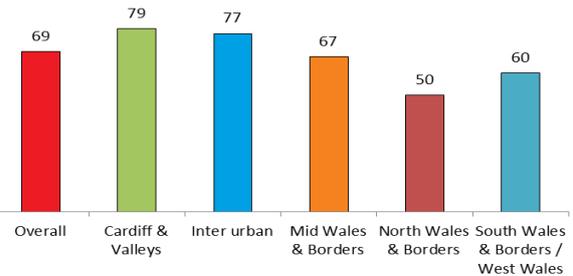
### Frequency of trains on the route

% satisfied



### Frequency of trains on the route

% satisfied



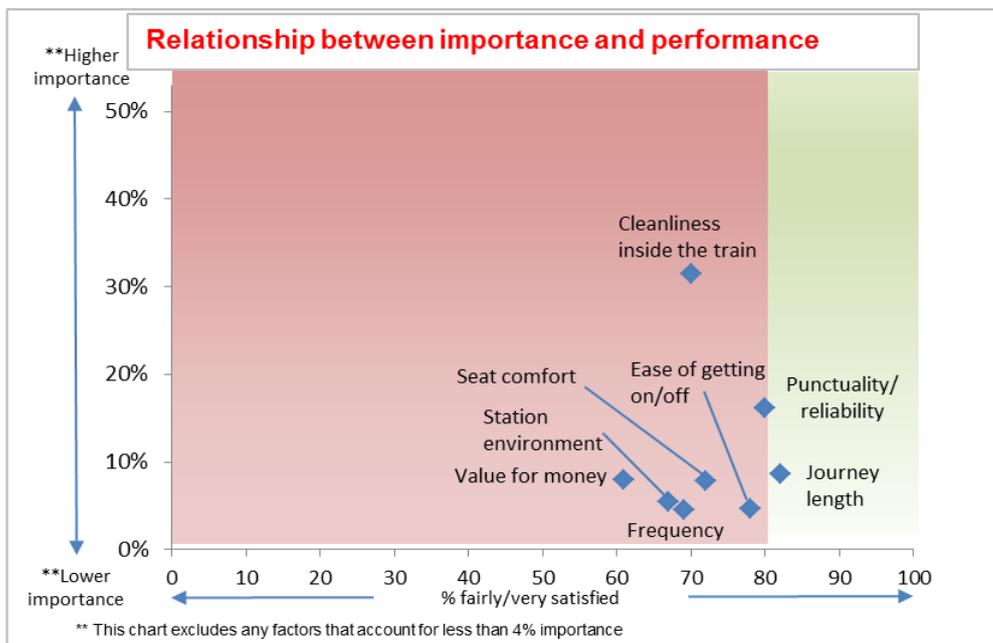
## Importance versus performance 2015-2016

Not all factors asked about in this survey have equal importance - some will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

The chart below shows the station and train factors which have a statistically significant relationship with overall journey satisfaction on this TOC - those which are most important in determining overall passenger satisfaction.

The vertical axis shows the relative strength of relationship (or relative importance) of these factors, and the horizontal axis shows how this TOC performs (the percentage of passengers satisfied with each).

Factors appearing towards the top right are those which are very important in driving a good overall journey experience, and on which the service performs quite well. Factors appearing towards the top left are also very important but delivered less well - these are priorities for improvement. Factors towards the bottom left or right are relatively less important, but do still have an impact on overall journey experience.



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>