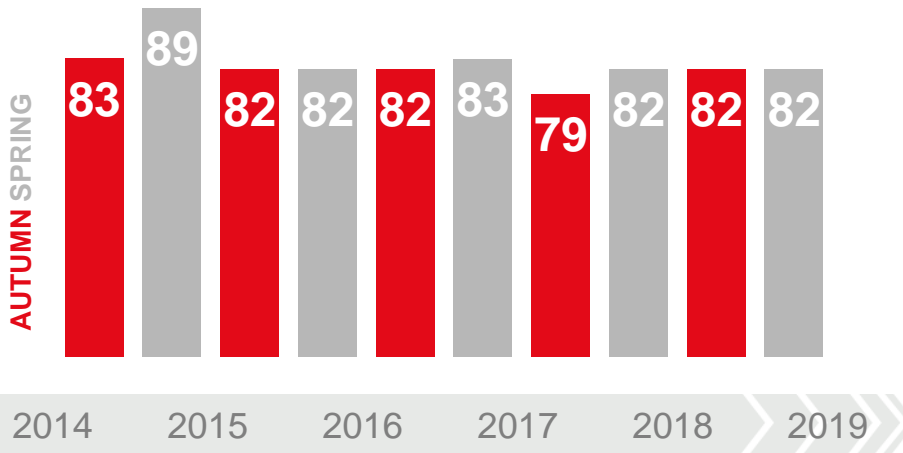


# NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Transport for Wales SPRING 2019

This survey covers 1,110 Transport for Wales passengers

## OVERALL JOURNEY SATISFACTION



# 82%

Overall satisfaction in Spring 2019

Overall Satisfaction = Very Satisfied + Fairly Satisfied



71%



73%



72%



82%



88%

# +1

vs Spring 2018

## DRIVERS OF SATISFACTION

% SATISFIED

Some factors have a greater influence on whether a passenger is satisfied with the overall journey than others. The size of the circle denotes relative importance of the top six drivers of satisfaction, so the biggest is the most important driver.

FREQUENCY  
70%

LENGTH OF JOURNEY  
83%

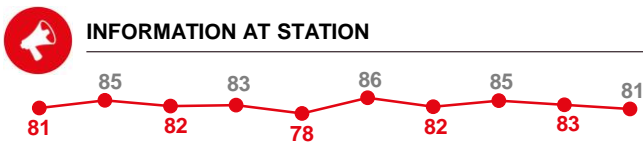
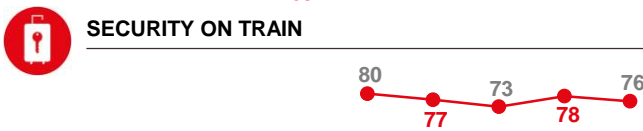
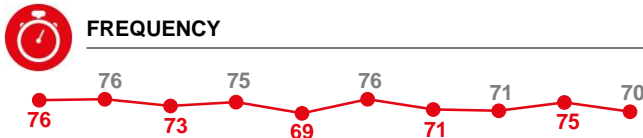
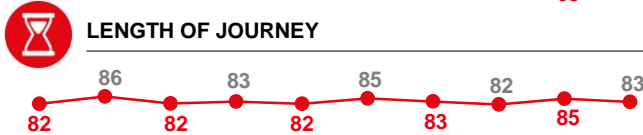
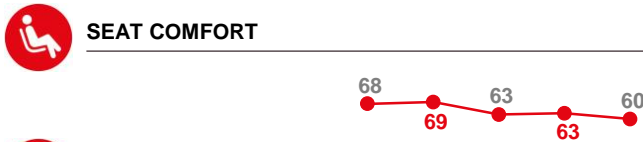
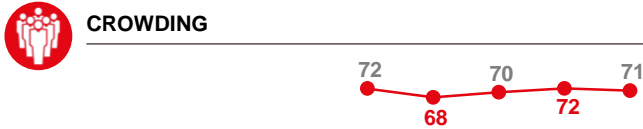
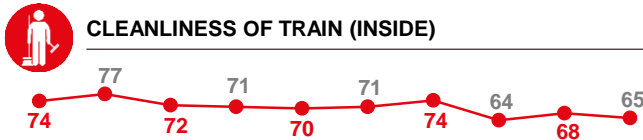
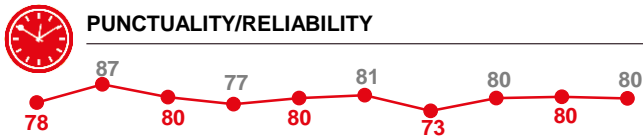
SEAT COMFORT  
60%

PUNCTUALITY/  
RELIABILITY  
80%

CLEANLINESS  
OF TRAIN  
(INSIDE)  
65%

CROWDING  
71%

## DRIVERS OF SATISFACTION OVER TIME



60



88



88

54

72

70

53

80

79

52

58

65

78

84

85

61

73

75

69

82

79

72

83

85

DRIVER IMPORTANCE

AUTUMN SPRING

← 2014 2015 2016 2017 2018 2019 →

Displaying ranked importance where the key driver is greater than 3%