

What matters to rail passengers in Wales - the top 10

TICKETS

1

Price of train tickets offers value for money

2

Reliability and punctuality

3

Getting a seat on the train

4

Sufficiently frequent trains

5

Accurate and timely information about train times

6

My personal security on the train

7

Being kept informed about delays and the options I might have

8

My personal security at stations

9

Inside of trains being clean and well-maintained

10

Easy to buy the right ticket

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Research carried out in 2022.
Sample size: 522

The larger the ●, the greater importance to passengers

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