

NRPS WCB and CVL

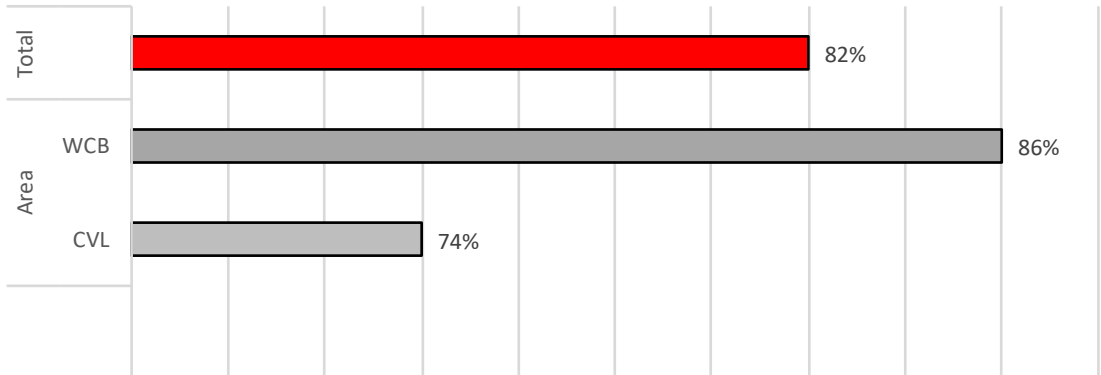
23rd July 2019



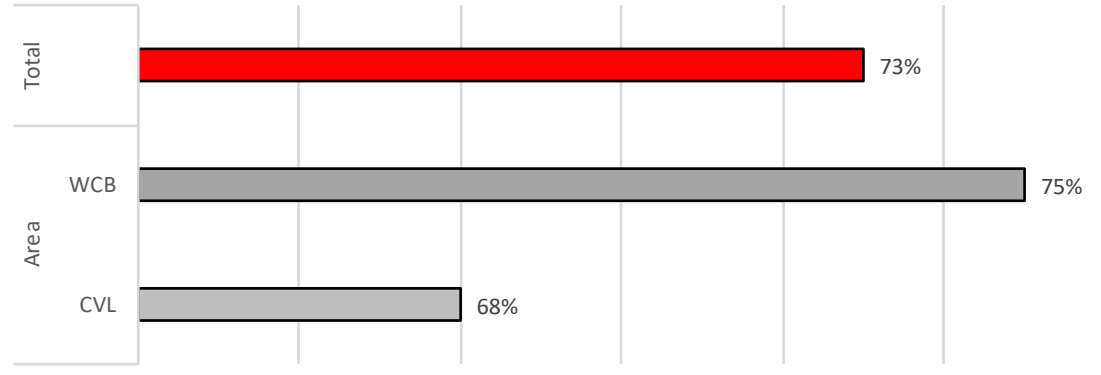
TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Overview

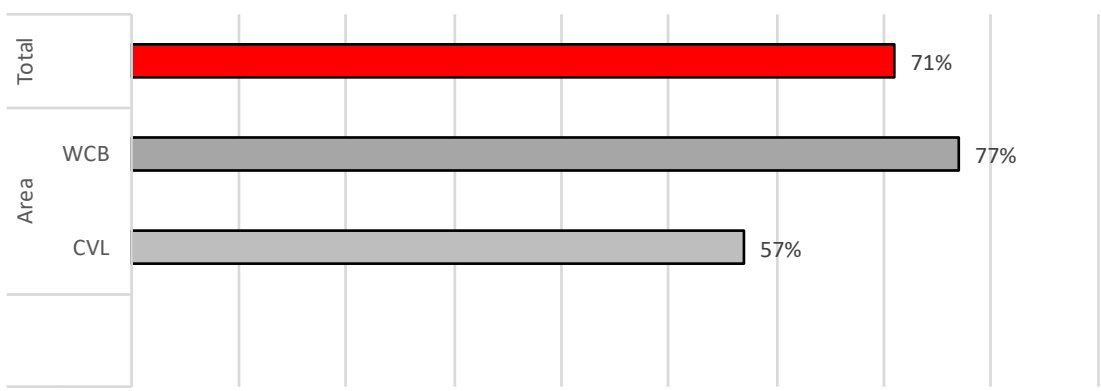
Overall Satisfaction with the Journey %SATISFACTION/ GOOD



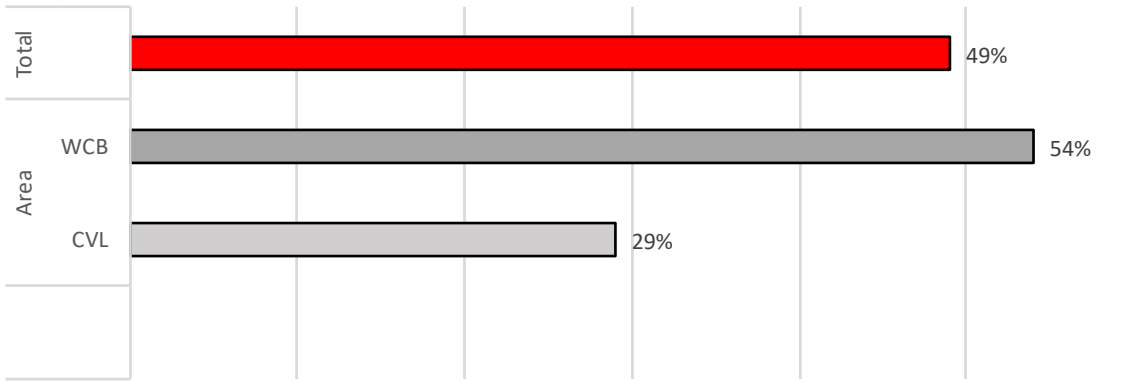
Overall Satisfaction with the Station %SATISFACTION/ GOOD



Overall Satisfaction with the Train % SATISFIED/GOOD

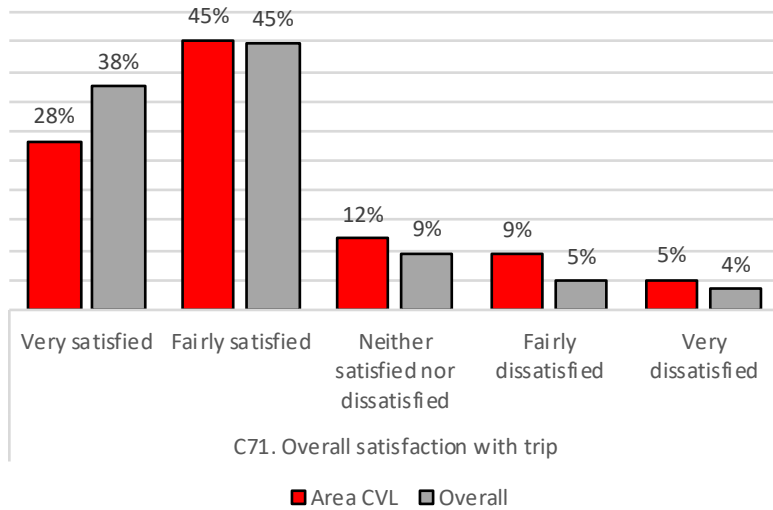


Rating of how train company dealt with these delays % SATISFIED/GOOD



Core Valley Lines - Breakdown

Overall Satisfaction with Journey



Journey Satisfaction Highlights

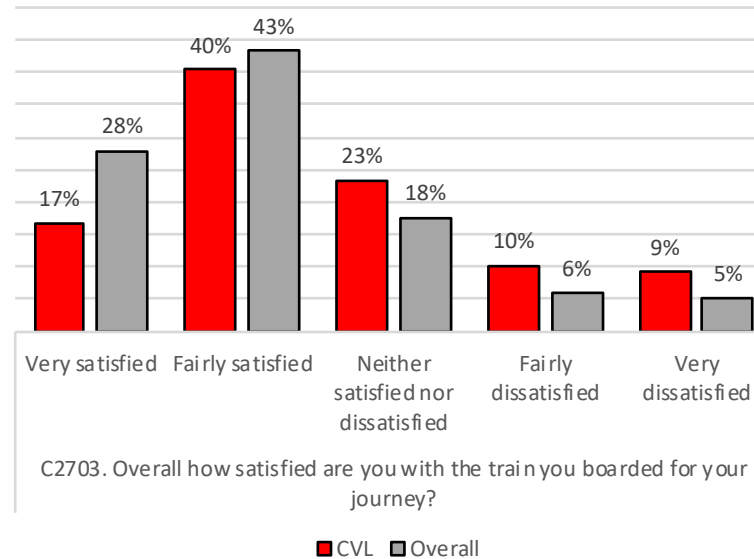
- Customers on CVL routes were 67% satisfied with the frequency of services on their routes, compared to 70% satisfaction overall.
- Punctuality and reliability of the service scored 72% satisfaction with CVL customers, compared to 80% satisfaction overall.
- 55% of CVL customers are satisfied with the level of crowding, lower than the overall satisfaction score of 71%.



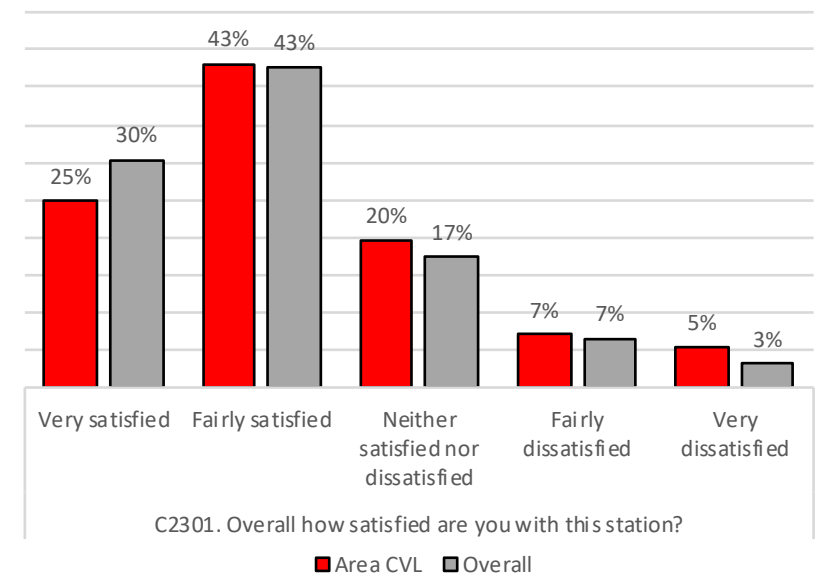
On-Train Satisfaction Highlights

- 54% of customers on CVL were satisfied with the cleanliness of the inside of the train, compared to 65% overall.
- 46% were satisfied with the cleanliness of the outside of the train, compared to 63% overall.
- 43% of customers on CVL routes were satisfied with the upkeep and repair of the train, 15% lower than the overall satisfaction score of 58%.
- 39% of customers were satisfied with the provision of information on their trains. The overall satisfaction score for this was 58%.

Overall Train Satisfaction



Overall Station Satisfaction

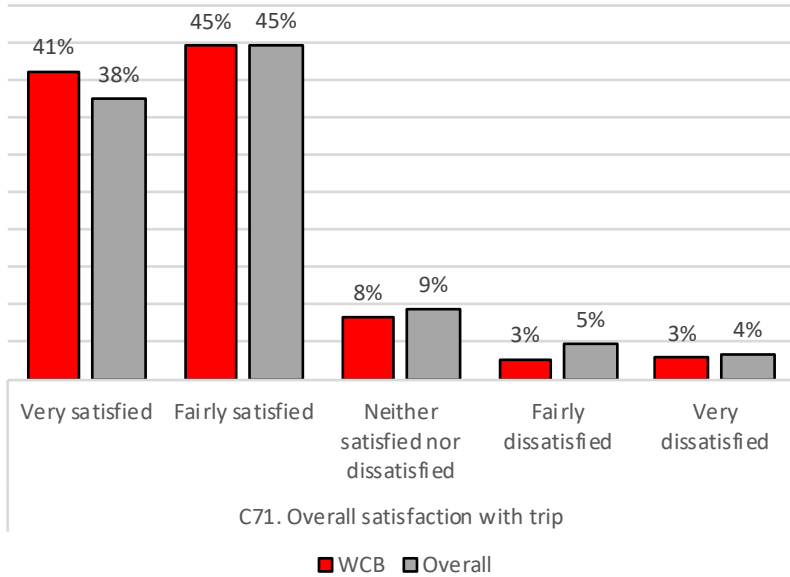


Station Satisfaction Highlights

- Highest scoring question for station satisfaction was 'How request to station staff was handled' at 88%. However for CVL this was at 67%.
- Attitudes of staff at station scored 67% satisfaction, compared to 76% overall satisfaction.
- Customers on CVL rated their station car parking facilities higher than the overall satisfaction score of 60% with 64% of customers satisfied.

Wales Cross Borders - Breakdown

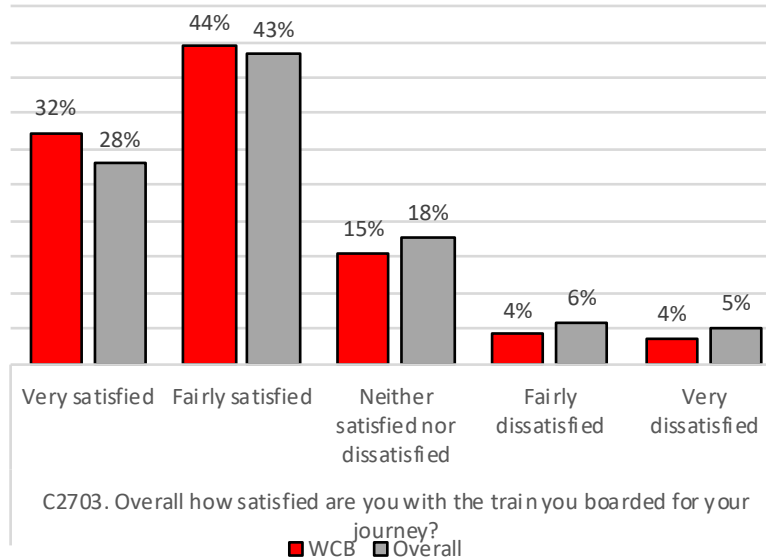
Overall Satisfaction with Journey



On-Train Satisfaction Highlights

- 70% of customers on WCB routes were satisfied with the cleanliness of the inside of the train, higher than the 65% overall satisfaction score.
- 69% were satisfied with the cleanliness of the outside of the train, above the overall satisfaction score of 63%
- The upkeep and repair of the train scored much higher with WCB customers at 64% satisfaction, compared to 58% overall..
- WCB customers rated the provision of information on-board at 65% satisfied, compared with 58% overall satisfaction.

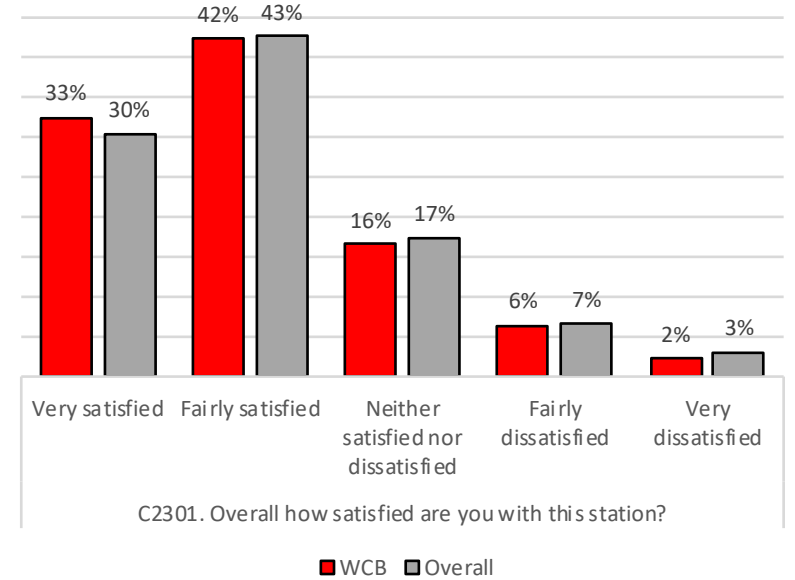
Overall Train Satisfaction



Journey Satisfaction Highlights

- 71% of WCB customers were satisfied with the frequency of trains along their route, 1% higher than overall satisfaction.
- Along WCB routes, 83% of customers were satisfied with punctuality/reliability of the services they travel on, higher than the 80% overall satisfaction..
- 85% of customers on WCB were satisfied with the length of time the journey is scheduled to take, higher than the 83% overall satisfaction. .

Overall Station Satisfaction



Station Satisfaction Highlights

- Highest scoring question for station satisfaction was 'How request to station staff was handled' at 88%. This was at 93% for stations on WCB.
- 83% of customers on WCB were satisfied with the provision of information at their stations, compared with 81% overall satisfaction.
- 72% of WCB customers were satisfied with their security at the station, 4% above the overall satisfaction score of 68%.

Thank you

Samantha Bott

