

Customer satisfaction survey

Period 7 (15 September-12 October)

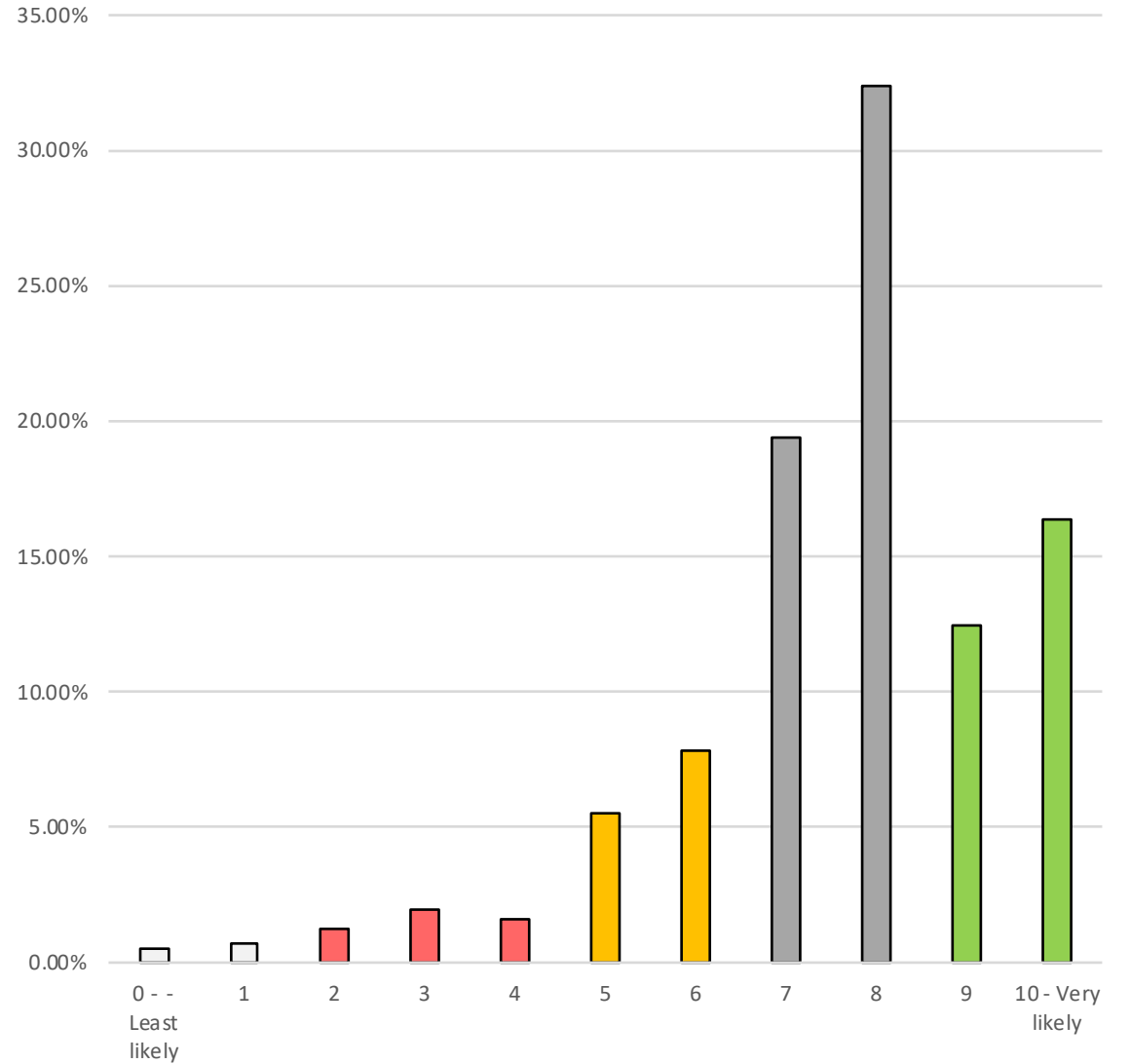


TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

CSS; Headlines

- Our Net promoter Score for Period 6 was **10** with **28%** of our customers would recommend us to their friends and family.
- **61%** of customers were satisfied with the overall on-board environment.
- **92%** of customers were satisfied with their overall journey
- **70%** of customers were satisfied with the overall station environment
- **97%** of customers who had already purchased tickets were satisfied with the overall ticket buying process
- **70%** of customers were satisfied with how the delay they incurred was handled.

Likelihood of recommendation



Station

71% of customers were satisfied with the overall station environment

86% were satisfied with the Customer Information Screens

76% were satisfied with the helpfulness of staff.

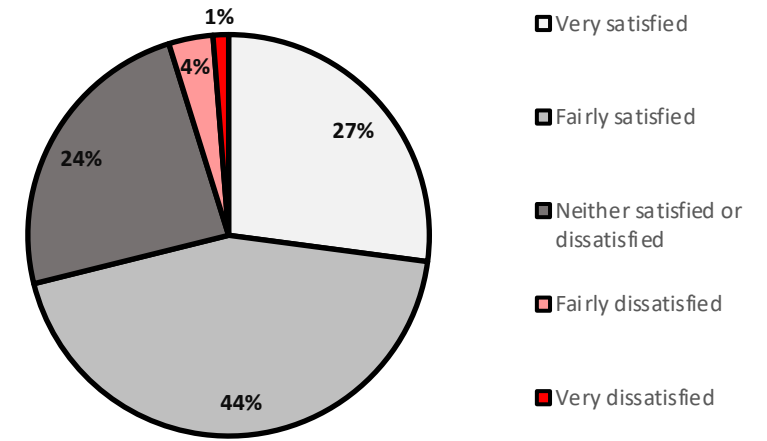
80% were satisfied with their security at the stations

48% were satisfied with toilet facilities-

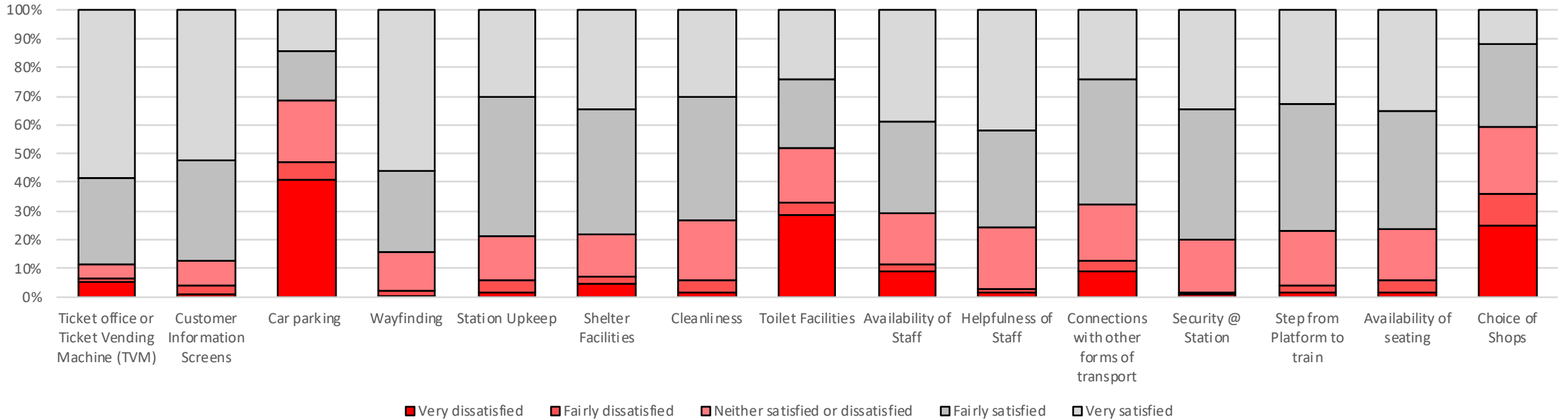
39% were satisfied with the choice of shops- this has remained the same

31% were satisfied with the car parking

Overall Station Environment Satisfaction



Station Environment



On-Board

61% of customers were satisfied with the overall on-board environment.

84% were satisfied with the on-board catering provision

59% were satisfied with the availability of Wi-Fi on-board

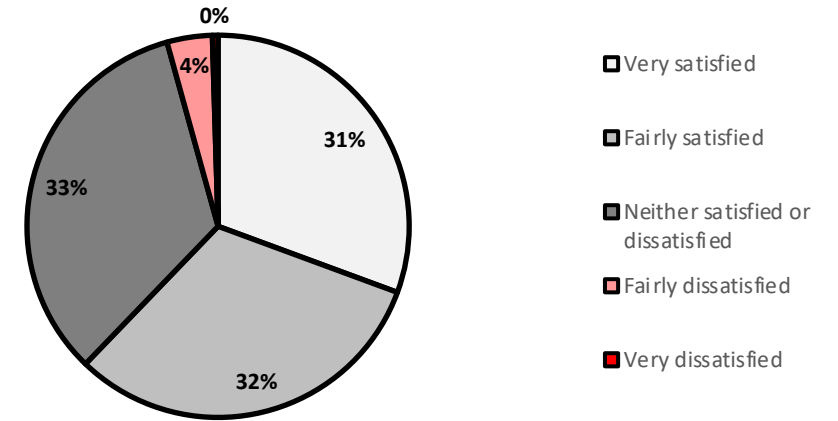
83% were satisfied with their own personal security on the train

31% were happy with the on-board toilet facilities a drop of 18% from P6

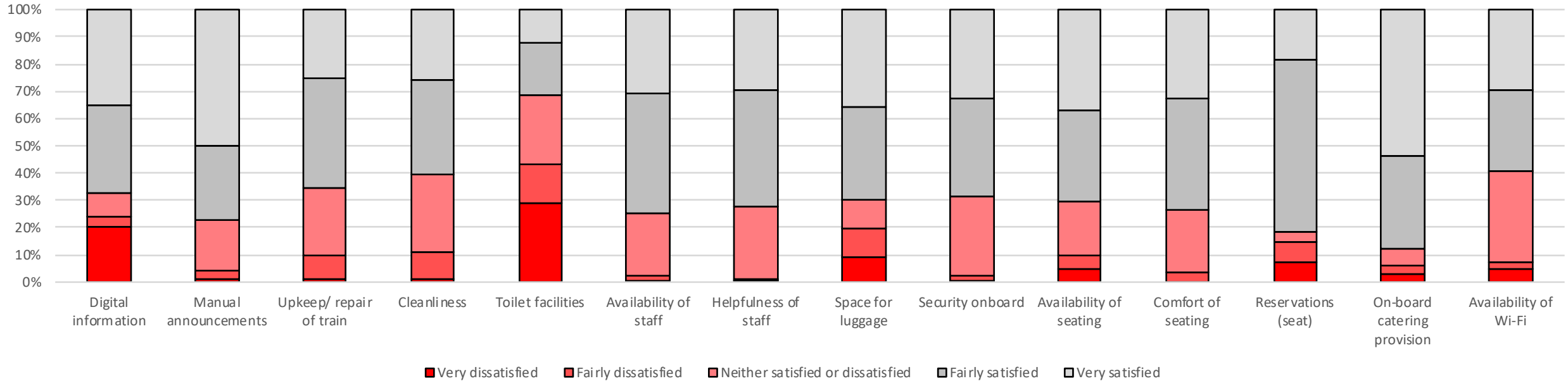
30% were satisfied with the toilet facilities

72% were satisfied with the helpfulness of staff

Overall On-board Environment Satisfaction



On-board Environment



On-Board – Journey & Disruption

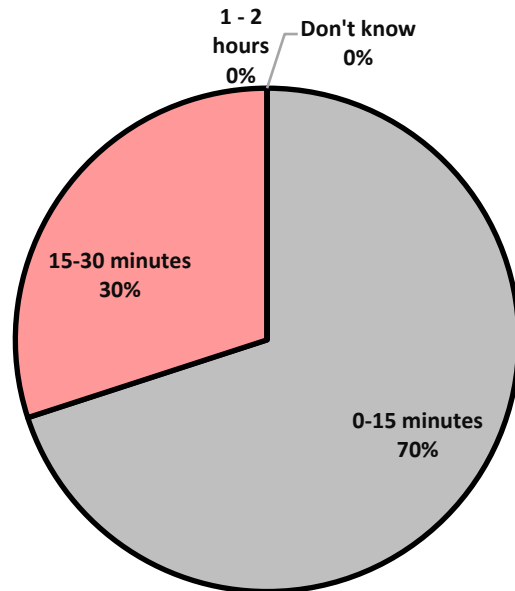
90% of customers were satisfied with their overall journey

The average delay time for people who experienced a delay was between 3 and 4 minutes

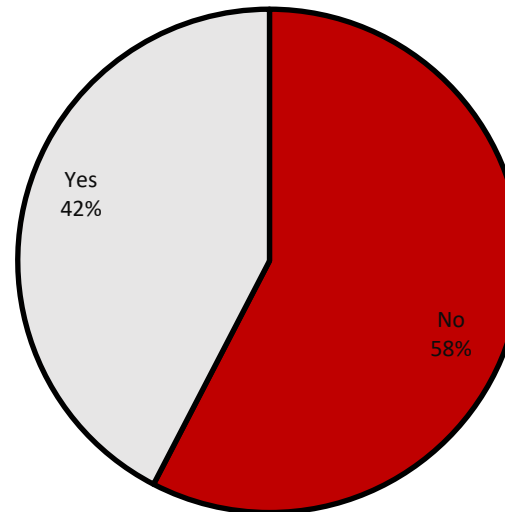
Awareness of delay repay was at 42%

70% of customers were satisfied with the handling of their delay.

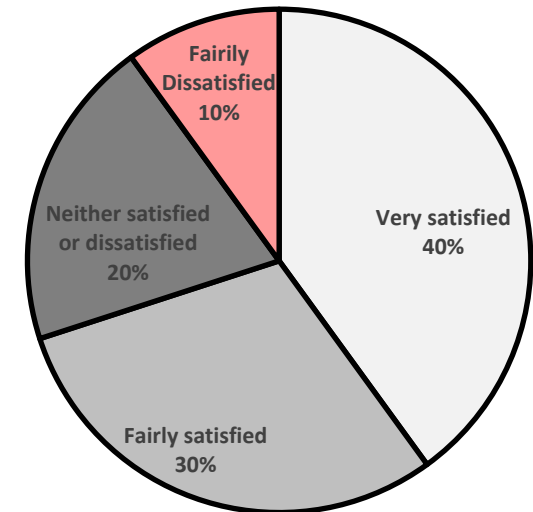
How long was the disruption?'



Awareness of 'Delay-Repay'



Satisfaction with handling of disruption



Thank you

