

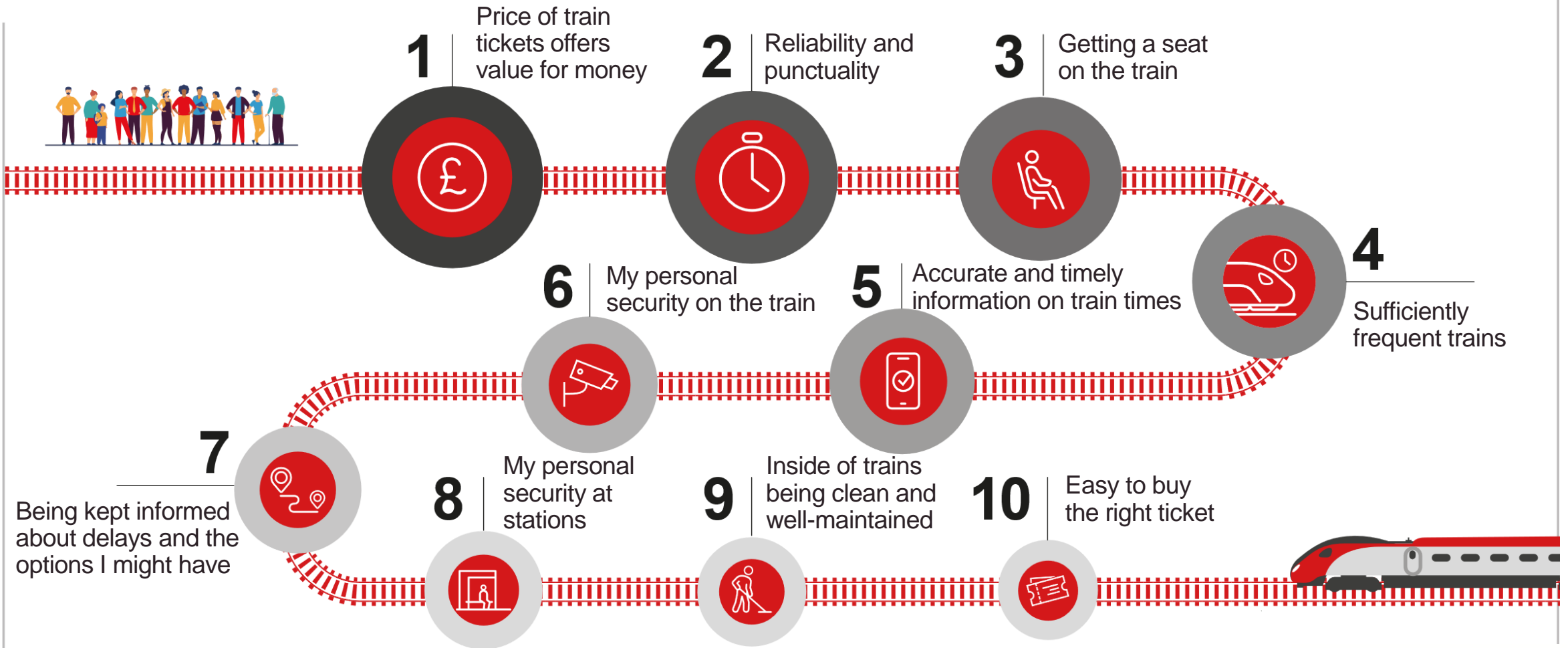


Transport Focus: what matters to rail passengers

David Beer, Senior Manager Wales

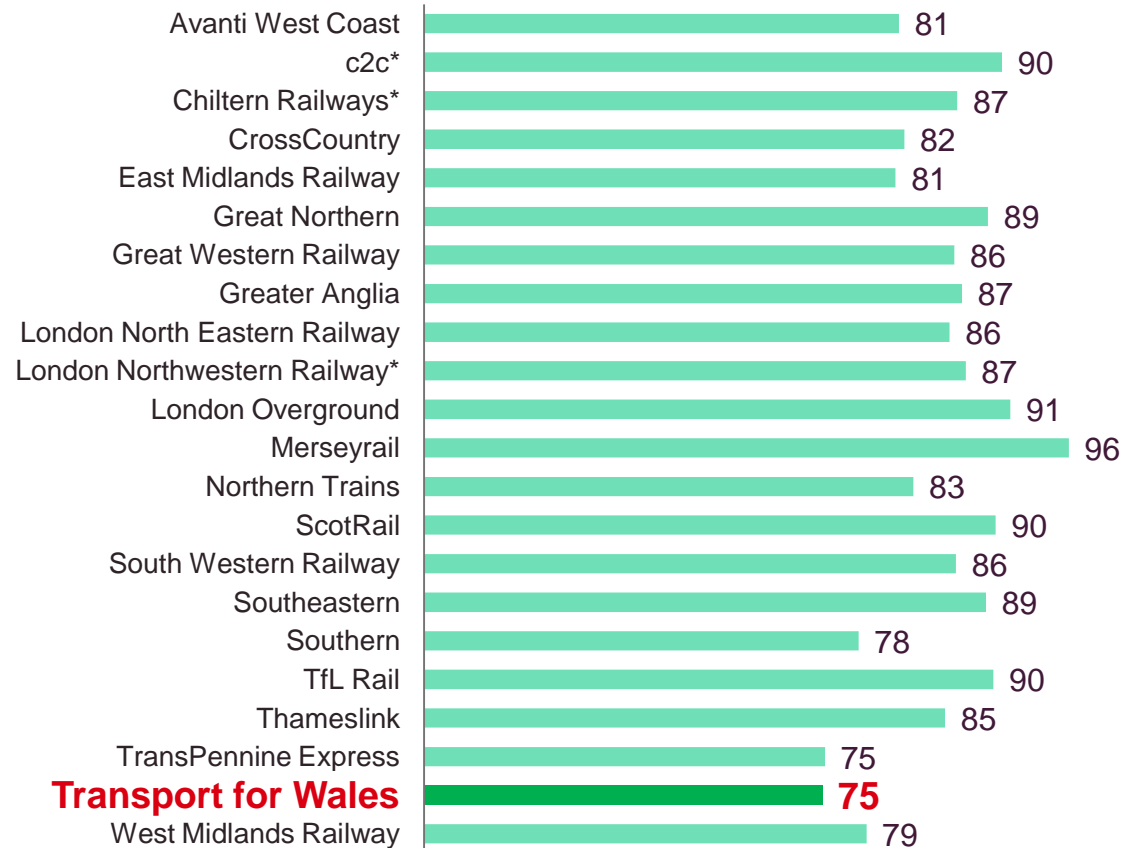
April 2023

What matters to rail passengers in Wales

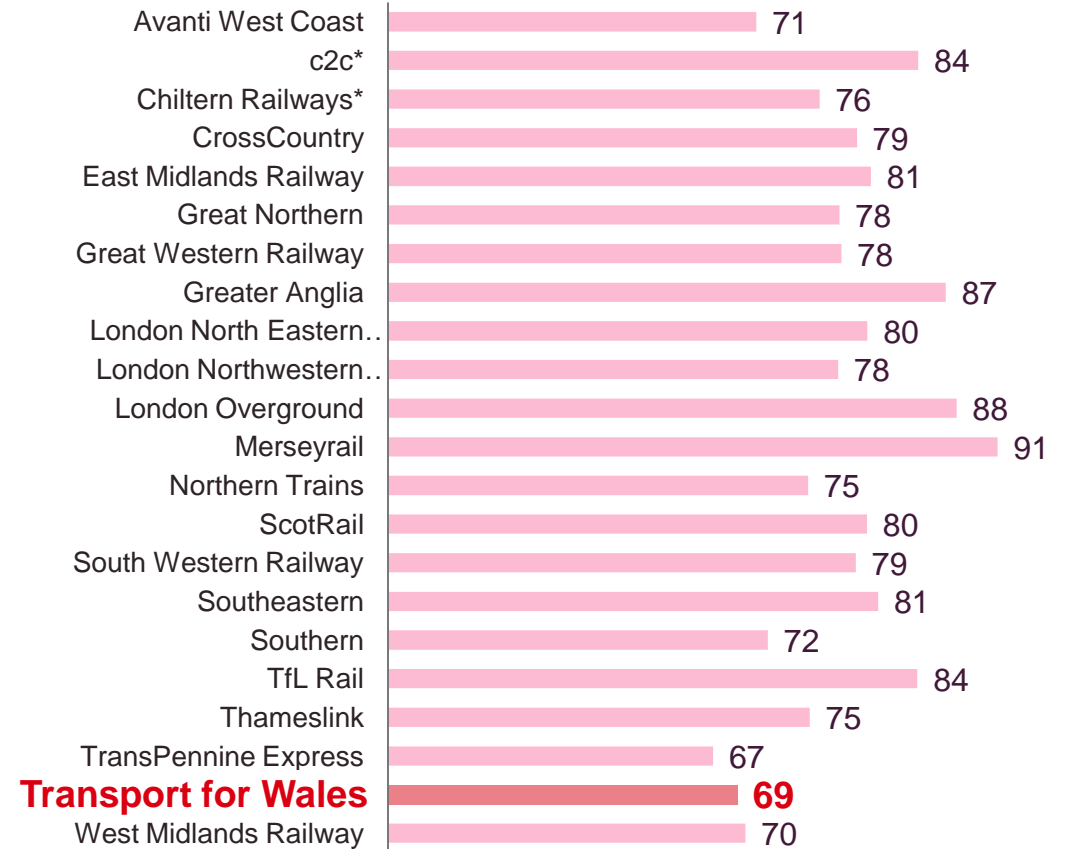


Rail user satisfaction – March 2023

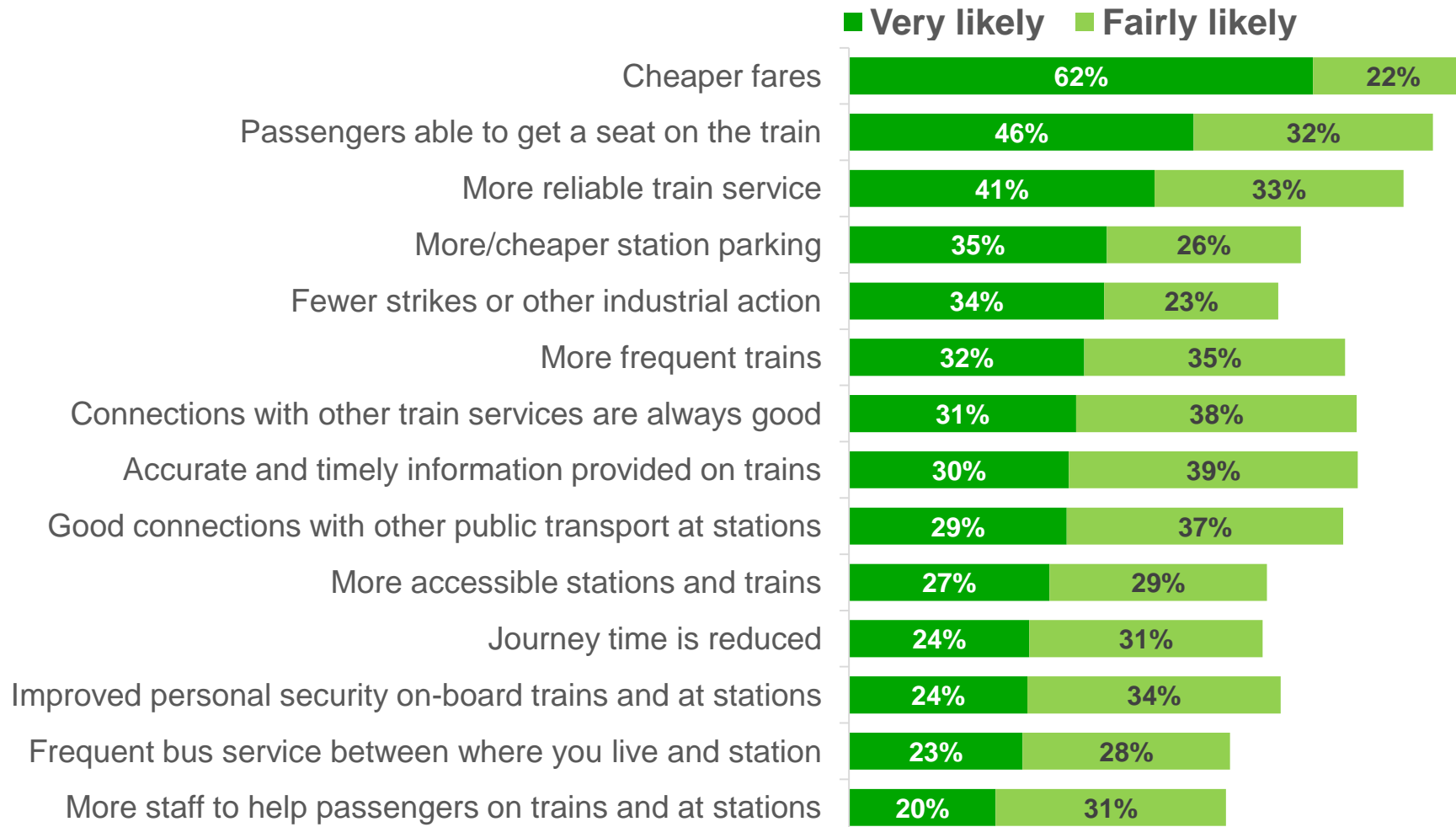
Overall satisfaction %



Satisfaction with punctuality/reliability %



Measures to encourage travel by train



- What would encourage specific groups to travel by rail:**
- **Older people** want a seat on the train (51% of retirees)
 - **25-34 year olds** want parking at stations (45% very likely)
 - **C2s and DEs** want good connections with other public transport (34%/33% very likely)
 - **18-24 year olds** would like more frequent trains (37% very likely)

Further information

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**As the voice of Britain's transport users,
Transport Focus:**

- champions the needs of the transport user **today**
- ensures the transport user is at the centre of policy making and decisions for **tomorrow**
- inspires **future** transport thinking.

**We work to make a difference for all
transport users.**