



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

REPORT ON A SURVEY OF THE FISHGUARD MID-WEEK MID-DAY TRAIN SERVICE 8 July – 30 August 2002

INTRODUCTION

This year the direct high summer mid-day train service between Fishguard and London, formerly operated by First Great Western, was replaced during the middle of the week by a service between Fishguard and Cardiff, operated by Wales and Borders Trains. The North Pembrokeshire Transport Forum conducted a survey to determine whether or not passengers felt that the replacement service had met their requirements.

EXECUTIVE SUMMARY – KEY FINDINGS

- A total of 1,365 questionnaires were distributed. The 470 passengers who responded (34%) had travelled from a wide geographical catchment area.
- Nearly twice as many had travelled to/from stations in England than to/from stations in Wales.
- Respondents reported almost equal levels of satisfaction (40%) and dissatisfaction (44%) with the overall service.
- Many respondents (approximately 16%) indicated that only a few problems had marred what was essentially a very good service.
- Passengers travelling to Fishguard expressed higher levels of satisfaction with the overall service (54%) than those travelling from Fishguard (30%).
- Passengers travelling to Fishguard expressed higher levels of satisfaction with connections (63%) than those travelling from Fishguard (28%).
- There was a minimal demand (7%) for a direct London – Fishguard service.
- The age of the train attracted more negative than positive comments (9 and 37 comments respectively).
- Adequate seating/overcrowding attracted more negative than positive comments (5 and 27 respectively).
- Comfort on the train/legroom attracted more positive than negative comments (39 and 17 respectively).
- Punctuality attracted more positive than negative comments (27 and 9 respectively).

ORGANISATION OF THE SURVEY AND RESPONSE RATES

Throughout the 8 week survey period a team of survey volunteers handed out survey sheets and self-addressed stamped envelopes to arriving and departing passengers at the station/ferry terminal at Fishguard Harbour. Each week the survey was carried out on Monday and Friday, as well as on one additional day. The survey sought information under the following headings: 1) Basic information, 2) Changes and connections, and 3) Evaluation of the service.

A total of 1365 survey sheets were handed out. A total of 470 (34%) were returned, providing comments on 483 journeys. Several respondents provided information about their outward and return journeys on the same sheet.

SURVEY RESULTS

1. Basic Information

Respondents were asked to provide the names of their stations of origin and final destination. The responses reveal a passenger catchment area that extends from Penzance in Cornwall along the south coast of England as far as Brighton, and from Liverpool in the north to the east as far as Chelmsford, Norwich and Canterbury.

1.1. Respondents as a whole. More responses were received for journeys undertaken in August (302) than for journeys made in July (181). A greater number of respondents travelled to and from stations in England than to and from stations in Wales in both July (122 + 53) and August (185 + 103).

The number of responses received from passengers travelling to Fishguard was significantly higher than the number received from passengers travelling from Fishguard: 310 compared to 173. This applied equally to the months of July and August: 117 to Fishguard and 64 from Fishguard in July, and 193 to Fishguard and 109 from Fishguard in August.

1.2. Respondents travelling to/from England. Overall there were 307, with 185 indicating that they had travelled to Fishguard from stations in England; while 122 reported on journeys from Fishguard to England. 74 respondents travelled to Fishguard from England (40% of the total); while 53 travelled from Fishguard to England (43.4% of the total).

1.3. Respondents travelling to/from Wales. With regard to Wales, 107 respondents indicated that they had travelled to Fishguard from stations in Wales; and 48 stated that they travelled from Fishguard to Welsh destinations. 40 respondents travelled to Fishguard from Cardiff (37.3% of the total); while 21 indicated that they travelled from Fishguard to Cardiff (43.7% of the total).

2. Changes and Connections

Respondents who changed trains were asked to provide the names of stations where they made connections with other services. If they changed trains, they were asked 'How easy was the connection?'

Comments were categorised as: Very good, O.K., Mixed/neutral, Poor, and Preferred not to change.

2.1. Ratings of respondents as a whole: 418 comments provided.

- 56% (235) very good
- 11% (43) O.K.
- 16% (67) mixed/neutral
- 10% (43) poor
- 7% (30) would have preferred not to change.

2.2. Ratings of respondents travelling to Fishguard: 262 comments provided.

- 64% (166) very good
- 10% (26) O.K.
- 15% (40) mixed/neutral
- 6% (16) poor
- 5% (14) would have preferred not to change.

Ratings of those travelling to Fishguard from England: 203 comments provided.

- 63% (127) very good
- 10% (21) OK
- 15% (31) mixed/neutral
- 6% (12) poor
- 6% (12) would have preferred not to change.

Rating of those travelling to Fishguard from Wales: 46 comments provided.

- 72% (33) very good
- 4% (2) OK
- 15% (7) mixed/neutral
- 7% (3) poor.
- 2% (1) would have preferred not to change.

15 respondents travelling to Fishguard provided 13 comments but did not indicate their stations of origin.

2.3. Ratings of respondents travelling from Fishguard: 156 comments provided.

- 45% (69) very good
- 11% (17) O.K.
- 17% (27) mixed/neutral
- 17% (27) poor
- 10% (16) would have preferred not to change.

Ratings of those travelling from Fishguard to England: 130 comments provided.

- 42% (55) very good
- 13% (17) O.K.
- 18% (23) mixed/neutral
- 15% (19) poor
- 12% (16) would have preferred not to change.

Rating of those travelling from Fishguard to stations in Wales: 22 comments provided.

- 50% (11) very good
- 14% (3) mixed/neutral
- 36% (8) poor
- No respondents indicated that they would have preferred not to change.

4 respondents travelling from Fishguard provided 4 comments but did not indicate their destination stations.

3. Evaluation of the Service

Respondents were asked whether or not the service met their requirements. They were invited to make further comments about the service in separate boxes, depending on whether their answer was yes or no.

Comments were provided under the following categories: Overall service, Information on the train, Punctuality, Connections, Staff on trains, Seat reservations, First class seating, Disabled facilities, Facilities for the elderly, Facilities for those travelling with children, Cycle facilities, Luggage space, Adequate seating/overcrowding, Comfort on the train/adequate space/legroom, Heating/ventilation, Toilets, Trolley service, Cleanliness of the train interior, Cleanliness of the train exterior, Type/age of train, Information at stations, Station facilities, Station staff, and Station cleanliness.

Within each category comments were categorised as Positive, Mixed/Neutral or Negative.

3.1. Comments about all aspects of the service.

Overall Respondents: 1061 comments provided.

- 40% (429) positive
- 16% (166) mixed/neutral
- 44% (466) negative.

Respondents who travelled to Fishguard: 642 comments provided.

- 46% (293) positive
- 15% (99) mixed/neutral
- 39% (250) negative.

Respondents who travelled from Fishguard: 419 comments provided.

- 32% (136) positive
- 16% (67) mixed/neutral
- 52% (216) negative.

3.2. Comments about 'overall service'.

Overall respondents: 380 comments provided.

- 44% (166) positive
- 23% (90) mixed/neutral
- 33% (124) negative.

Respondents travelling to Fishguard: 218 comments provided.

- 54% (117) positive
- 23% (51) mixed/neutral
- 23% (50) negative.

Respondents who travelled from Fishguard: 162 comments provided.

- 30% (49) positive
- 24% (39) mixed/negative
- 46% (74) negative.

3.3. Comments about 'connections'.

Overall respondents: 160 comments provided.

- 49% (78) positive
- 26% (41) mixed/neutral
- 25% (41) poor.

Respondents travelling to Fishguard: 95 comments provided.

- 63% (60) positive
- 21% (20) mixed/neutral
- 16% (15) were negative.

Respondents who travelled from Fishguard: 65 comments provided.

- 28% or (18) positive
- 32% (21) mixed/neutral
- 40% (26) negative.

3.4. Comments about other service categories. Other categories received significantly fewer comments.

- 'Punctuality' and 'Comfort on the train' each attracted just over 20 positive comments from those travelling to Fishguard;
- After 'Connections' which received 18 positive comments from respondents travelling from Fishguard, 'comfort on the trains' was the only category to gain more than 13 positive comments. 'Cleanliness of the train interior' attracted 16 negative comments.

3.7. Mixed/neutral comments. The majority of mixed/neutral comments that were provided by respondents indicated that a basically good journey had been marred by one or two negative experiences or problems. Problems referred to by travellers to Fishguard included:

- overcrowding;
- preference for a direct train service without the need to change trains;
- problems with connections and information about connections;
- age of the train;
- litter and/or uncomfortable accommodation on the train;
- dirty toilets;
- platform changes; and
- problems with luggage.

The same problems were mentioned by those travelling *from* Fishguard. However, there was a higher proportion of complaints about:

- Connections;
- The lack of a direct service without any changes; and
- Provision of information. (Survey volunteers reported that many first time ferry passengers arriving from Ireland did not know that the station at Fishguard Harbour is only served by one train during the day).

CONCLUSIONS

1. Basic Information

The results of the survey indicate that rail passengers from a wide geographical catchment area travelled to and from Fishguard during the period. Nearly twice as many respondents travelled to and from stations in England than to and from stations in Wales.

2. Changes and Connections

1.1. Respondents as a whole.

Taken as a whole, more than half of the respondents said that they had had very good connections; only 10% said that connections had been poor and less than 10% said that they would have preferred not to change trains.

2.2. Respondents travelling to Fishguard.

Taken as a whole, over 60% of respondents who travelled to Fishguard rated their connections as very good. The same proportion of respondents to Fishguard from England said they had very good connections. Over 70% of those travelling from stations in Wales said that they had very good connections. In all three 'travelling to Fishguard' categories less than 10% of respondents indicated that their connections had been poor or that they would have preferred not to change trains.

2.3. Respondents travelling from Fishguard.

The responses provided by those travelling from Fishguard revealed much lower satisfaction levels. Taken as a whole, less than half of the respondents rated their connections as very good. 18% provided mixed/neutral ratings and another 18% indicated that their connections had been poor. 10% said that they would have preferred not to change. Passengers travelling to stations in England provided broadly similar ratings, although more (12%) said they would have preferred not to change trains. Half of passengers travelling to stations in Wales rated their connections as very good. While there were no respondents in this group who indicated that they didn't like changing trains, the number who said they had had a poor connection rose to 36%, the highest proportion of dissatisfied respondents.

3. Evaluation of the service

The majority of comments provided by all passenger categories related to the overall service and connections.

3.1. Overall service

Taken as a whole, less than half of the comments about the overall service were positive (44%). A third (33%) were negative.

Among respondents travelling to Fishguard the number of positive and negative comments about the overall service rose and fell by 10% to 54% and 23% respectively. There was a much higher swing in the opposite directions among those who travelled from Fishguard: only 30% of comments were positive, while negative comments rose sharply to 46%.

3.2. Connections.

Taken as a whole, just under half of the comments about connections were positive, while there was an almost equal share of mixed/neutral and negative comments (26% and 25% respectively).

The balance changed significantly among responses provided by those travelling to Fishguard: 63% were positive and 16% negative. The swing was reversed among those travelling from Fishguard: 28% positive and 40% negative.

CLOSING REMARKS

It is evident that there are both strengths and weaknesses in the replacement service. The strengths need to be built upon and the weaknesses corrected in order to provide a service that will meet passengers' requirements.

The following problem areas were particularly identified in survey comments and also reported to survey volunteers:

- Unexpected or confusing platform changes at Cardiff Central, compounding difficulties for the large number of passengers travelling with a great deal of luggage.
- On the return journey, problems with connections (as well as problems/confusion with information about connections) at Bridgend.
- At Fishguard Harbour, problems with provision of information about the train departure and about connections along the line on the return journey.

Positive aspects of the service were highlighted:

- Passengers reported positively on train changes and connections when there was clear information about the connection and it involved a cross-platform change.
- Train staff received 26 favourable comments and not a single negative comment.
- Comfort on the train/adequate space/legroom attracted more positive than negative comments (39 and 17 respectively).
- Punctuality attracted more positive than negative comments (27 and 9 respectively).
- The trolley service also received more positive than negative comments (15 and 8 respectively).

It is clear that the replacement service provided by Wales and Borders during July and August has met with a generally favourable response. It is also clear that the service to Fishguard met with a more favourable response than the return service to Cardiff/Rhymney. As noted above, an analysis of these comments indicates that respondents felt that a basically good journey had been marred by negative experiences or problems. If these problem areas are effectively dealt with and eliminated and the many positive features of the service that are already in place continue to improve, the number of satisfied passengers will undoubtedly rise significantly.

SURVEY OF FISHGUARD MID - DAY SUMMER SERVICE

AROLWG O'R GWASANAETH HAF CANOL-DYDD YN ABERGWAUN

Monday - Friday, 8 July – 30 August 2002
Dydd Llun – Dydd Gwener, 8 Gorffennaf – 30 Awst 2002

The North Pembrokeshire Transport Forum is an independent organisation working for the provision of improved public transport services to and from North Pembrokeshire. The Forum also works to promote greater use of public transport.

This year the weekday summer train service between Fishguard and London has been replaced by a service between Fishguard and Cardiff. The Forum would like to know whether or not passengers feel that the replacement service meets their requirements and if the service is likely to encourage more people to travel to and from Fishguard by train.

Please return your completed survey sheet to the Forum in the stamped, self-addressed envelope provided by the survey volunteer.

Sefydliad annibynnol yw Fforwm Cludiant Gogledd Penfro sy'n gweithio i ddarparu gwell gwasanaethau cludiant cyhoeddus yn ôl ac ymlaen i Ogledd Sir Benfro. Mae'r Fforwm hefyd yn gweithio i hyrwyddo defnyddio cludiant cyhoeddus yn fwy eang.

Eleni mae'r gwasanaeth trên yn ystod yr wythnos yn yr haf rhwng Abergwaun a Llundain wedi ei ddisodli gan wasanaeth rhwng Abergwaun a Chaerdydd. Hoffai'r Fforwm wybod a yw teithwyr yn teimlo bod y gwasanaeth newydd yn ateb eu hanghenion neu beidio, ac a yw'r gwasanaeth yn debygol o annog mwy o bobl i ddefnyddio'r trên i deithio yn ôl ac ymlaen i Abergwaun.

Byddwch cystal â llenwi'r daflen arolwg a'i dychwelyd at y Fforwm yn yr amlen bwmpasol sydd wedi ei darparu gan wirfoddolwr yr arolwg.

1. Basic Information / Gwybodaeth Sylfaenol

Date of travel / Dyddiad teithio:

Start station / Gorsaf gychwyn:

Final destination station / Gorsaf derfynol:

2. Changes and Connections / Newidiadau a Chysylltiadau

Did you change at any station to connect with another train service?
A newidoch chi mewn unrhyw orsaf i gysylltu â gwasanaeth trên arall?

Yes:

Do:

No:

Naddo:

If so, what was the name of the station where you made the connection?
Os do, beth oedd enw'r orsaf gysylltu?

If you did have to change trains, how easy was the connection?
Os oedd rhaid i chi newid trenau, pa mor hawdd oedd y cysylltiad?

3. Evaluation of the Service / Pwyso a Mesur y Gwasanaeth

Did the replacement train service meet your travel requirements?
A oedd y gwasanaeth trên newydd hwn yn ateb eich gofynion teithio?

Yes:

Oedd:

No:

Nac oedd:

If the answer is yes, make further comments here:
Os oedd yw eich ateb, rhowch sylwadau pellach yma:

If the answer is no, make further comments here:
Os na yw eich ateb, rhowch sylwadau pellach yma:

If you feel that you are unlikely to use this service again, please provide further comments on the opposite side of the survey sheet.

Os teimlwch eich bod yn annhebygol o ddefnyddio'r gwasanaeth hwn eto, byddwch cystal â rhoi sylwadau pellach ar y ddalen gyferbyn.

Station Origins / Destinations of Respondents

Travelling to Fishguard: July

Start station		Respondents
From England	Bath	2
	Birmingham	2
	Bournemouth	1
	Brighton	1
	Bristol Parkway	2
	Bristol Temple Meads	7
	Burton-on-Trent	1
	Cheltenham	2
	Chester	1
	Crewe	2
	Didcot Parkway	3
	Exeter	1
	Finsbury Park	1
	Haselmere	1
	Hereford	1
	London Paddington	26
	Northampton	2
	Oxford	2
	Shrewsbury	1
	Southampton	1
	Swindon	3
	Three Bridges	1
	Torquay	2
	Trowbridge	1
	Warminster	1
	Winchester	4
Worcester	1	
From Wales	Aberdare	2
	Bridgend	2
	Cardiff	17
	Carmarthen	1
	Llanelli	3
	Newport	3
	Rhymney	1
	Swansea	8
	Tenby	1
	Whitland	1

Travelling to Fishguard: August

Start station		Respondents
From England	Bath	8
	Birmingham	1
	Bristol Parkway	10
	Bristol Temple Meads	8
	Bude, Cornwall	1
	Canterbury	1
	Chelmsford	1
	Cheltenham	2
	Didcot Parkway	2
	Dorking	1
	Exeter	3
	Leamington Spa, Plymouth	1
	London Paddington	48
	Newbury	1
	Newton Abbot, Devon	1
	Northampton	2
	Norwich	1
	Oxford	2
	Plymouth	1
	Portsmouth Harbour	1
	Reading	5
	Richmond-upon-Thames	1
	St David's, Exeter	1
Salisbury	1	
Stockport	1	
Swindon	4	
Wellingborough	1	
West Ealing	1	
Yatton	1	
From Wales	Aberdare	1
	Bridgend	4
	Caerphilly	1
	Cardiff	23
	Carmarthen	3
	Holyhead	1
	Llanelli	6
	Neath	1
	Newport	9
	Port Talbot	2
	Rhymney	2
	Swansea	11
	Ty Glas	1
	Whitland	3

Travelling from Fishguard: July

Destination Station	Respondents
Bath	1
Bristol Parkway	1
Bristol Temple Meads	6
Burton-on-Trent	1
Cheltenham	2
Christchurch, Dorset	1
Derby	1
Dorking	1
Hereford	1
Lincoln	1
Liverpool Lime Street	1
London Paddington	20
Maidenhead	1
Newton Abbot	1
Oxenholme	1
Penzance	1
Reading	2
Shrewsbury	1
Slough	2
Swindon	2
In Wales	
Bargoed	1
Bridgend	1
Cardiff	6
Carmarthen	3
Gilfach Fargoed	1
Heath High Level	1
Pontlloftyn	1
Swansea	2

Travelling from Fishguard: August

Destination Station	Respondents
Basingstoke	1
Bath	2
Birmingham	2
Bodmin Parkway, Cornwall	1
Bristol Parkway	4
Bristol Temple Meads	1
Bude, Cornwall	1
Burton-on-Trent	1
Chelmsford	1
Didcot Parkway	1
Frome, Somerset	1
Hereford	2
Liverpool	1
London Paddington	33
Ludlow	1
Maidenhead	1
Newton Abbot	1
Oxford	1
Penzance	1
Portsmouth Harbour	1
Reading	6
Salisbury	1
Slough	1
Southampton	2
Stockport	1
Swindon	4
Thatcham, Berkshire	1
In Wales	
Aberdare	1
Bridgend	1
Cardiff	15
Chepstow	1
Llanelli	1
Newport	2
Rhymney	1
Swansea	5
Whitland	4
Ystrad Rhondda	1

ANNEX 2**Respondents Comments on Train Services**

In order of number of combined positive, mixed/neutral and negative comments

Service Categories	Positive	Mixed/Neutral	Negative	Total
Travelling to Fishguard				
Overall service	117	51	50	218
Connections	60	20	15	95
Comfort on the train / adequate space, legroom	26	2	10	38
Type / age of train	7	8	22	37
Adequate seating / overcrowding	2	7	27	36
Cleanliness of train interior	14	2	12	28
Punctuality	25	-	2	27
Trolley service	13	2	6	21
Luggage space	2	1	17	20
Toilets	1	1	17	19
Seat reservations	-	2	16	18
Staff on trains	14	1	-	15
Heating / ventilation	1	-	13	14
Information at stations	7	-	5	12
Cleanliness of train exterior	1	-	8	9
Facilities for those travelling with children	-	1	7	8
Station staff	2	-	5	7
Station facilities	1	1	4	6
Information on the train	-	-	6	6
First class seating	-	-	3	3
Disabled facilities	-	-	3	3
Facilities for the elderly	-	-	2	2
Cycle facilities	-	-	-	-
Station cleanliness	-	-	-	-
Totals	293	99	250	642
Travelling from Fishguard				
Overall service	49	39	74	162
Connections	18	21	26	65
Cleanliness of train interior	5	-	16	21
Comfort on the train / adequate space, legroom	13	-	7	20
Type / age of train	2	3	15	20
Punctuality	11	-	7	18
Information at stations	-	-	15	15
Staff on trains	12	-	-	12
Adequate seating / overcrowding	3	2	6	11
Station staff	9	-	2	11
Toilets	2	-	8	10
Luggage space	4	1	4	9
Station facilities	2	1	6	9
Heating / ventilation	-	-	8	8
Information on the train	3	-	4	7
Cycle facilities	1	-	4	5
Seat reservations	-	-	4	4
Trolley service	2	-	2	4
Facilities for those travelling with children	-	-	3	3
Station cleanliness	-	-	2	2
First class seating	-	-	1	1
Disabled facilities	-	-	1	1
Cleanliness of train exterior	-	-	1	1
Facilities for the elderly	-	-	-	-
Totals	136	67	216	419
OVERALL TOTALS	429	166	466	1061

Evaluation of connections: Tables

Analysis of comments about connections to Fishguard

Number of respondents travelling to Fishguard

Month	Respondents	From England	From Wales	Not indicated
July	117	74	37	6
August	193	112	71	10
Totals	310	186	108	16

Evaluation of connections by the respondents who changed trains travelling to Fishguard: July

Origin	Very good	OK	Mixed/Neutral	Poor	Against changing
From England: 73	51	8	10	4	3
From Wales: 16	10	1	2	1	1
Not indicated: 6	1	2	-	-	1
Totals: 95	62	11	12	5	5

Evaluation of connections by the respondents who changed trains travelling to Fishguard: August

Origin	Very good	OK	Mixed/Neutral	Poor	Against changing
From England: 112	76	13	21	8	9
From Wales: 31	23	1	5	2	-
Not indicated: 9	5	1	2	1	-
Totals: 152	104	15	28	11	9

Overall evaluation of connections to Fishguard, July – August.

Comments	Very good	OK	Mixed/Neutral	Poor	Against changing
247	166	26	40	16	14

Analysis of comments about connections from Fishguard

Number of respondents travelling from Fishguard

Month	Respondents	To England	To Wales	Not indicated
July	64	48	16	-
August	109	73	32	4
Totals	173	121	48	4

Evaluation of connections by the respondents who changed trains travelling from Fishguard: July

Destination	Very good	OK	Mixed/Neutral	Poor	Against changing
To England: 47	17	11	13	2	4
To Wales: 7	3	-	1	2	-
Not indicated: -	-	-	-	-	-
Totals: 54	20	11	14	4	4

Evaluation of connections by the respondents who changed trains travelling from Fishguard: August

Destination	Very good	OK	Mixed/Neutral	Poor	Against changing
To England: 73	38	6	10	17	12
To Wales: 16	8	-	2	6	-
Not indicated: 4	3	-	1	-	-
Totals: 93	49	6	13	23	12

Overall evaluation of connections from Fishguard, July – August.

Comments	Very good	OK	Mixed/Neutral	Poor	Against changing
156	69	17	27	27	16

Evaluation of the service: Tables

Analysis of comments about services to Fishguard

1. Overall service

Comments	Positive	Mixed / Neutral	Negative
July			
From England	22	12	18
From Wales	7	2	7
Not indicated	1	-	-
Total	30	14	25
August			
From England	52	25	21
From Wales	35	11	4
Not indicated	-	1	1
Total	87	37	25
Overall Total to Fishguard	117	51	50

2. Information on the train

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	1
From Wales	-	-	1
Not indicated	-	-	-
Total	-	-	2
August			
From England	-	-	4
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	4
Overall Total to Fishguard	-	-	6

3. Punctuality

Comments	Positive	Mixed / Neutral	Negative
July			
From England	3	-	-
From Wales	3	-	1
Not indicated	-	-	-
Total	6	-	1
August			
From England	9	-	1
From Wales	10	-	-
Not indicated	-	-	-
Total	19	-	1
Overall Total to Fishguard	25	-	2

Analysis of comments about services from Fishguard

1. Overall service

Comments	Positive	Mixed / Neutral	Negative
July			
To England	5	15	28
To Wales	7	1	3
Not indicated	-	-	2
Total	12	16	33
August			
To England	22	15	29
To Wales	15	6	12
Not indicated	-	2	-
Total	37	23	41
Overall Total to Fishguard	49	39	74

2. Information on the train

Comments	Positive	Mixed / Neutral	Negative
July			
To England	2	-	-
To Wales	1	-	-
Not indicated	-	-	-
Total	3	-	-
August			
To England	-	-	3
From Wales	-	-	1
To indicated	-	-	-
Total	-	-	4
Overall Total to Fishguard	3	-	4

3. Punctuality

Comments	Positive	Mixed / Neutral	Negative
July			
To England	4	-	3
To Wales	-	-	-
Not indicated	-	-	-
Total	4	-	3
August			
To England	5	-	2
To Wales	2	-	2
Not indicated	-	-	-
Total	7	-	4
Overall Total to Fishguard	11	-	7

4. Connections

Comments	Positive	Mixed / Neutral	Negative
July			
From England	19	10	6
From Wales	3	1	-
Not indicated	-	-	-
Total	22	11	6
August			
From England	26	6	5
From Wales	13	2	2
Not indicated	-	1	2
Total	38	9	9
Overall Total to Fishguard	60	20	15

5. Staff on trains

Comments	Positive	Mixed / Neutral	Negative
July			
From England	5	-	-
From Wales	1	1	-
Not indicated	-	-	-
Total	6	1	-
August			
From England	8	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	8	-	-
Overall Total to Fishguard	14	1	-

6. Seat reservations

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	1	6
From Wales	-	1	3
Not indicated	-	-	-
Total	-	2	9
August			
From England	-	-	4
From Wales	-	-	2
Not indicated	-	-	1
Total	-	-	7
Overall Total to Fishguard	-	2	16

4. Connections

Comments	Positive	Mixed / Neutral	Negative
July			
To England	4	10	9
To Wales	1	-	1
Not indicated	-	-	-
Total	5	10	10
August			
To England	8	8	11
To Wales	4	3	5
Not indicated	1	-	-
Total	13	11	16
Overall Total to Fishguard	18	21	26

5. Staff on trains

Comments	Positive	Mixed / Neutral	Negative
July			
To England	4	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	4	-	-
August			
To England	6	-	-
To Wales	-	-	1
Not indicated	2	-	-
Total	8	-	1
Overall Total to Fishguard	12	-	1

6. Seat reservations

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	3
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	3
Overall Total to Fishguard	-	-	4

7. First class seating

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	1
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
August			
From England	-	-	2
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	2
Overall Total to Fishguard	-	-	3

8. Disabled facilities

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	2
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	2
August			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	1
Total	-	-	1
Overall Total to Fishguard	-	-	3

9. Facilities for the elderly

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
From England	-	-	1
From Wales	-	-	1
Not indicated	-	-	-
Total	-	-	2
Overall Total to Fishguard	-	-	2

7. First class seating

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
Overall Total to Fishguard	-	-	1

8. Disabled facilities

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
Overall Total to Fishguard	-	-	1

9. Facilities for the elderly

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
Overall Total to Fishguard	-	-	-

10. Facilities for those travelling with children

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	3
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	3
August			
From England	-	-	4
From Wales	-	1	2
Not indicated	-	-	1
Total	-	1	7
Overall Total to Fishguard	-	1	7

11. Cycle facilities

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
Overall Total to Fishguard	-	-	-

12. Luggage space

Comments	Positive	Mixed / Neutral	Negative
July			
From England	1	-	6
From Wales	-	-	3
Not indicated	-	-	-
Total	1	-	9
August			
From England	1	-	6
From Wales	-	1	1
Not indicated	-	-	1
Total	1	1	8
Overall Total to Fishguard	2	1	17

10. Facilities for those travelling with children

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
August			
To England	-	-	3
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	3
Overall Total to Fishguard	-	-	3

11. Cycle facilities

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	1	-	2
To Wales	-	-	2
Not indicated	-	-	-
Total	1	-	4
Overall Total to Fishguard	1	-	4

12. Luggage space

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	1
Total	-	-	-
August			
To England	2	1	2
To Wales	2	-	1
Not indicated	-	-	-
Total	4	1	3
Overall Total to Fishguard	4	1	4

13. Adequate seating / overcrowding

Comments	No problem	Some overcrowding	Overcrowded
July			
From England	-	1	7
From Wales	-	1	6
Not indicated	-	-	-
Total	-	2	13
August			
From England	1	1	6
From Wales	1	4	8
Not indicated	-	-	-
Total	2	5	14
Overall Total to Fishguard	2	7	27

14. Comfort on the train / adequate space, legroom

Comments	Positive	Mixed / Neutral	Negative
July			
From England	8	2	4
From Wales	7	-	2
Not indicated	-	-	-
Total	15	2	6
August			
From England	8	-	3
From Wales	3	-	1
Not indicated	-	-	-
Total	11	-	4
Overall Total to Fishguard	26	2	10

15. Heating / ventilation

Comments	Positive	Mixed / Neutral	Negative
July			
From England	1	-	11
From Wales	-	-	1
Not indicated	-	-	-
Total	1	-	12
August			
From England	-	-	1
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
Overall Total to Fishguard	1	-	13

13. Adequate seating / overcrowding

Comments	No problem	Some overcrowding	Overcrowded
July			
To England	1	-	2
To Wales	1	-	-
Not indicated	-	-	-
Total	2	-	2
August			
To England	1	-	3
To Wales	-	2	1
Not indicated	-	-	-
Total	1	2	4
Overall Total to Fishguard	3	2	6

14. Comfort on the train / adequate space, legroom

Comments	Positive	Mixed / Neutral	Negative
July			
To England	2	-	2
To Wales	4	-	-
Not indicated	-	-	1
Total	6	-	3
August			
To England	4	-	1
To Wales	3	-	3
Not indicated	-	-	-
Total	7	-	4
Overall Total to Fishguard	13	-	7

15. Heating / ventilation

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	2
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	2
August			
To England	-	-	6
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	6
Overall Total to Fishguard	-	-	8

16. Toilets

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	5
From Wales	-	-	2
Not indicated	-	-	-
Total	-	-	7
August			
From England	1	-	6
From Wales	-	-	3
Not indicated	-	-	1
Total	1	-	10
Overall Total to Fishguard	1	1	17

17. Trolley service

Comments	Positive	Mixed / Neutral	Negative
July			
From England	6	-	2
From Wales	-	-	1
Not indicated	-	-	-
Total	6	-	3
August			
From England	4	1	3
From Wales	3	1	-
Not indicated	-	-	-
Total	7	2	3
Overall Total to Fishguard	13	2	6

18. Cleanliness of train interior

Comments	Positive	Mixed / Neutral	Negative
July			
From England	5	-	2
From Wales	3	-	2
Not indicated	-	-	-
Total	8	-	4
August			
From England	5	-	7
From Wales	1	1	1
Not indicated	-	1	-
Total	6	2	8
Overall Total to Fishguard	14	2	12

16. Toilets

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	6
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	6
August			
To England	2	-	2
To Wales	-	-	-
Not indicated	-	-	-
Total	2	-	2
Overall Total to Fishguard	2	-	8

17. Trolley service

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
August			
To England	2	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	2	-	1
Overall Total to Fishguard	2	-	2

18. Cleanliness of train interior

Comments	Positive	Mixed / Neutral	Negative
July			
To England	1	-	5
To Wales	-	-	-
Not indicated	-	-	-
Total	1	-	5
August			
To England	2	-	5
To Wales	2	-	4
Not indicated	-	-	2
Total	4	-	11
Overall Total to Fishguard	5	-	16

19. Cleanliness of train exterior

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	2
From Wales	-	-	1
Not indicated	-	-	-
Total	-	-	3
August			
From England	-	-	5
From Wales	1	-	-
Not indicated	-	-	-
Total	1	-	5
Overall Total to Fishguard	1	-	8

20. Type / age of train

Comments	Positive	Mixed / Neutral	Negative
July			
From England	2	2	8
From Wales	2	2	5
Not indicated	-	-	-
Total	4	4	13
August			
From England	1	4	8
From Wales	2	-	1
Not indicated	-	-	1
Total	3	4	10
Overall Total to Fishguard	7	8	22

21. Information at stations

Comments	Positive	Mixed / Neutral	Negative
July			
From England	3	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	3	-	-
August			
From England	2	-	4
From Wales	2	-	1
Not indicated	-	-	-
Total	4	-	5
Overall Total to Fishguard	7	-	5

19. Cleanliness of train exterior

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	1
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
Overall Total to Fishguard	-	-	1

20. Type / age of train

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	4
To Wales	1	-	-
Not indicated	-	-	1
Total	1	-	5
August			
To England	1	1	7
To Wales	-	2	1
Not indicated	-	-	2
Total	1	3	10
Overall Total to Fishguard	2	3	15

21. Information at stations

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	5
To Wales	-	-	2
Not indicated	-	-	-
Total	-	-	7
August			
To England	-	-	6
To Wales	-	-	2
Not indicated	-	-	-
Total	-	-	8
Overall Total to Fishguard	-	-	15

22. Station facilities

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	1
From Wales	-	-	1
Not indicated	-	-	1
Total	-	-	3
August			
From England	1	1	1
From Wales	-	-	-
Not indicated	-	-	-
Total	1	1	1
Overall Total to Fishguard	1	1	4

23. Station staff

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	1
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	1
August			
From England	1	-	1
From Wales	1	-	2
Not indicated	-	-	1
Total	2	-	4
Overall Total to Fishguard	2	-	5

24. Station cleanliness

Comments	Positive	Mixed / Neutral	Negative
July			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
From England	-	-	-
From Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
Overall Total to Fishguard	-	-	-

22. Station facilities

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	2	1	6
To Wales	-	-	-
Not indicated	-	-	-
Total	2	1	6
Overall Total to Fishguard	2	1	6

23. Station staff

Comments	Positive	Mixed / Neutral	Negative
July			
To England	3	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	3	-	-
August			
To England	5	-	2
To Wales	1	-	-
Not indicated	-	-	-
Total	6	-	2
Overall Total to Fishguard	9	-	2

24. Station cleanliness

Comments	Positive	Mixed / Neutral	Negative
July			
To England	-	-	-
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	-
August			
To England	-	-	2
To Wales	-	-	-
Not indicated	-	-	-
Total	-	-	2
Overall Total to Fishguard	-	-	2