



Satisfaction is stuck in sidings with Transport for Wales

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A year after Transport for Wales took over the running of our trains in Wales from Arriva Wales, Leader of the Welsh Conservatives, Paul Davies AM has raised the failings of the new service with the Welsh Labour First Minister.

Comparing the 2018 National Passenger Survey with the 2019 results shows that Transport for Wales' overall journey satisfaction is the same. This is despite Transport for Wales getting 52% extra subsidy from the Welsh Labour Government each month compared to Arriva.

It has also been revealed this week that the tired, old pacer trains, which are disliked by commuters, will still be in service on busy lines next year, despite a pledge to have them "phased out completely" by the end of 2019.

Commenting on the results Paul Davies AM said, "Since taking over the running of trains in Wales, passengers think that train punctuality, ticket price and cleanliness has not changed.

"Nearly 45% of commuters on the valley lines still think that overcrowding is a problem. Each morning commuters aren't thinking will I get a seat on this train, they're thinking will I get on this train full stop."

Looking back 12 months, TFWales said it has made travel cheaper, introduced new services, added capacity and created 120 jobs as well as earmarked £194M for infrastructure at all stations. It also asked passengers to be more patient to see the benefits of the changes started a year ago.