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Heroes & Villains - Hero: **Issue 2 23 Jul 2009**

Hero: Wrexham & Shropshire

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It's official. The most satisfied rail passengers in the country are those travelling with Wrexham & Shropshire. The Spring 2009 National Passenger Survey, published by Passenger Focus in June, reveals that W&S scored 97% for overall customer satisfaction - the highest figure recorded since the survey began 10 years ago.



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As an open access train operator, W&S is independent of the franchise system. It runs four return services per day between London and Shrewsbury, three of...

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Tough Times, Getting Best Value from Transport Budgets
18 November 2009, SAS Raddisson, Birmingham



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