



Proposals for the East Midlands Trains Direct Award

1. Passenger Focus

Passenger Focus is the independent public body set up to protect the interests of Britain's rail passengers, England's bus and tram passengers outside London, and coach passengers in England on scheduled domestic services. We are an independent public body sponsored by the Department for Transport (DfT).

Our mission is to get the best deal for passengers. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground.

We use our knowledge to influence decisions on behalf of passengers and we work with the transport industry, passenger groups and governments to secure journey improvements.

2. East Midlands Trains Direct Award

East Midlands Trains (EMT) started operating in November 2007 and, after a difficult start, has achieved 88 per cent satisfaction in the Autumn 2014 National Rail Passenger Survey (NRPS), above the average for both the long-distance and regional sectors.

The two years of the Direct Award presents an opportunity to build from a position of strength and passengers will expect the operator to do more than just 'mark time'. The objective should be to focus on the things passengers want to see improved immediately, while laying foundations for longer-term change. An important area to consider, again starting from a good base relative to many train companies, is the opportunity to further enhance trust between EMT and its passengers.

To help inform discussions between the DfT and EMT, Passenger Focus has produced this document providing high-level analysis and making a number of recommendations for the Direct Award period. We recognise the limit to what can be achieved in a two-year franchise and believe we have been realistic with our suggestions.

3. Passenger research and implications for the Direct Award

The context for this submission is framed by two pieces of passenger research, both of which evidence passenger perspectives and priorities. We also draw on additional qualitative research amongst EMT passengers which the DfT asked Passenger Focus to carry out in late 2014. The latter provides further, more detailed information about passengers' current experiences and their aspirations for the Direct Award.

3.1 Passenger priorities for improvement

A national study of passenger priorities¹ shows that the top three priorities for improvement among EMT passengers directly mirror those of the Great Britain sample as a whole.

Table 1 – Rail passengers’ priorities for improvement, comparison of East Midlands Trains and Great Britain

Factor	East Midlands Trains (sample 183)		Great Britain (sample 3559)	
	Rank	Index	Rank	Index
Price of train tickets offers better value for money	1	480	1	494
Passengers always able to get a seat on the train	2	414	2	367
Trains sufficiently frequent at the times I wish to travel	3	225	3	264
Free Wi-Fi available on the train	4	152	10	97
Train company keeps passengers informed about delays	5	152	5	163
More trains arrive on time than happens now	6	143	4	178
Less frequent major unplanned disruptions to your journey	7	130	6	161
Accurate and timely information available at stations	8	126	8	132
Well-maintained, clean toilet facilities on every train	9	113	14	89
Inside of train is maintained and cleaned to a high standard	10	109	11	93
Fewer trains cancelled than happens now	11	109	7	136
Journey time is reduced	12	98	9	105
Connections with other train services are always good	13	88	15	84
Accurate and timely information provided on trains	14	88	12	92
Less disruption due to engineering works	15	75	13	90
Seating area on train is very comfortable	16	72	17	59
Good connections with other public transport at stations	17	66	16	62
New ticket formats available	18	64	20	45
Train staff have a positive, helpful attitude	19	50	18	47
Station staff have a positive, helpful attitude	20	48	19	46
Sufficient space on train for passengers’ luggage	21	45	23	37
Stations maintained and cleaned to a high standard	22	39	24	36
Free Wi-Fi available at the station	23	39	27	24
Improved personal security on the train	24	33	21	41
Improved personal security at the station	25	32	22	38
More staff available at stations to help passengers	26	26	25	29
There is always space in the station car park	27	22	26	27
More staff available on trains to help passengers	28	19	28	20
Reduced queuing time when buying a ticket	29	18	29	20
Safe and secure bicycle parking available at the station	30	13	31	10
Access from station entrance to boarding train is step-free	31	13	30	15

¹ <http://www.passengerfocus.org.uk/research/publications/rail-passengers-priorities-for-improvements-october-2014>

The priorities in table 1 above are shown as an index, where 100 represents the average priority for improvement. An index of 300 is therefore three times as important as the average and an index of 50 is half as important as the average.

This research provides a clear picture of passengers' priorities for improvement. The top two priorities, by some considerable margin, are 'price of train tickets offers better value for money' (index 480) and 'passengers always able to get a seat on the train' (index 414). The third priority for improvement is 'trains sufficiently frequent at the times I wish to travel' (index 225). For EMT passengers, 'free Wi-Fi available on the train' (index 152) is the fourth priority for improvement, significantly higher than the national sample for which it is tenth.

The next group of priorities for improvement are what can be regarded as core elements of a train service. Passengers want good information about their services, improvements in punctuality/reliability and fewer disruptions.

3.2 National Rail Passenger Survey and drivers of satisfaction and dissatisfaction

The NRPS results, together with analysis of the drivers of satisfaction and dissatisfaction, are a comprehensive source of information about passenger perceptions of the current franchise. These data can be analysed to show variations between the three NRPS 'building blocks' for EMT: London services; Liverpool to Norwich; and local services. The Appendix to this document gives further details.

Figure 1 below shows the dominance of punctuality and reliability as a driver of satisfaction among EMT passengers overall (41 per cent). It is a particularly strong factor for passengers on the East Midlands to London route at 53 per cent, although less so for local routes passengers at 20 per cent. Another notable factor driving satisfaction is the cleanliness of the inside of the train at 26 per cent overall.

Analysis of the factors that drive passenger dissatisfaction (figure 2) shows a number of different issues playing a part, with connections with other train services and the ease of being able to get on and off the train being the most significant. In this EMT is unusual: generally, dissatisfaction with handling of delays is the principle driver of dissatisfaction overall.

Figure 1 – Drivers of satisfaction NRPS Spring 2014/Autumn 2014: East Midlands Trains and building blocks

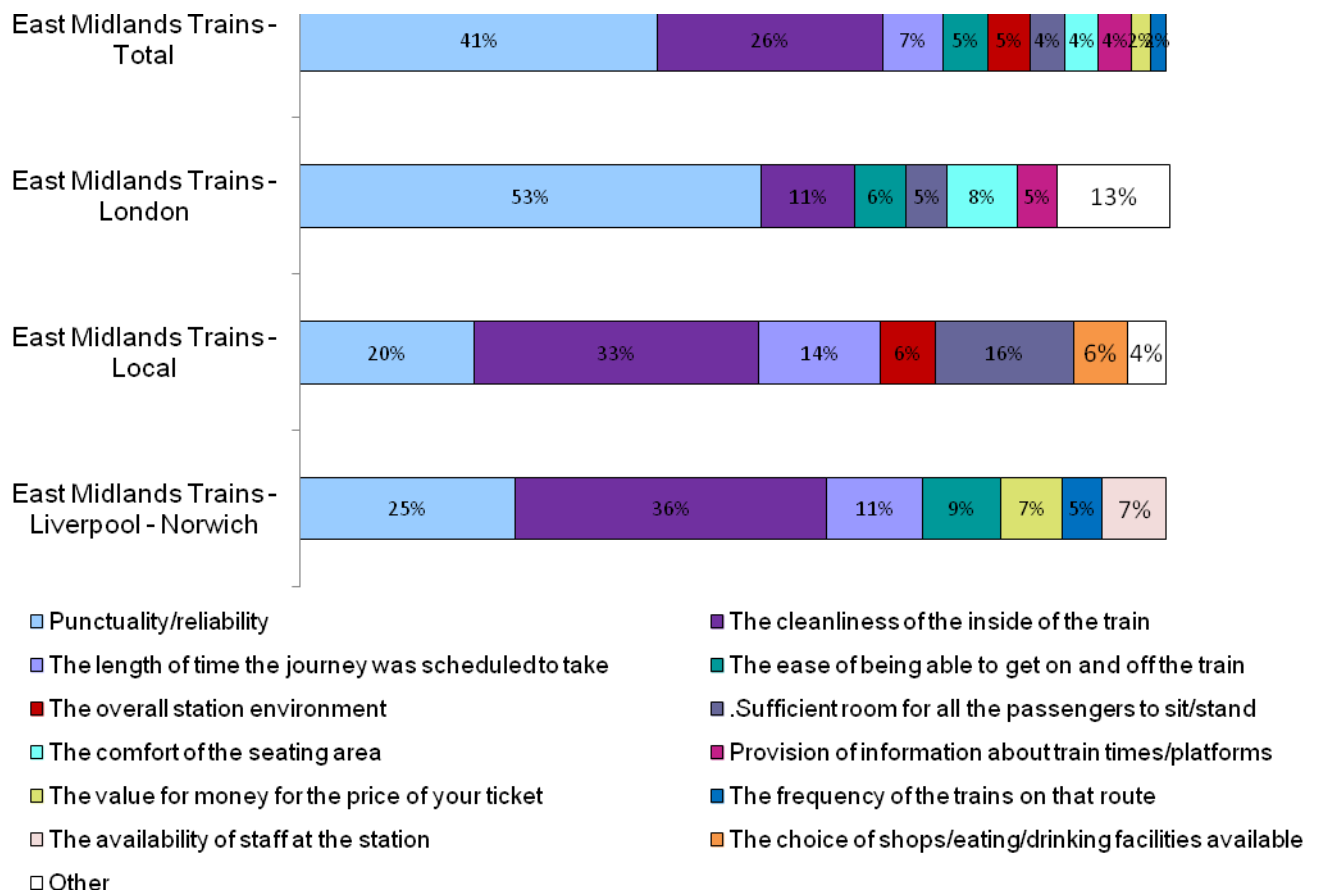
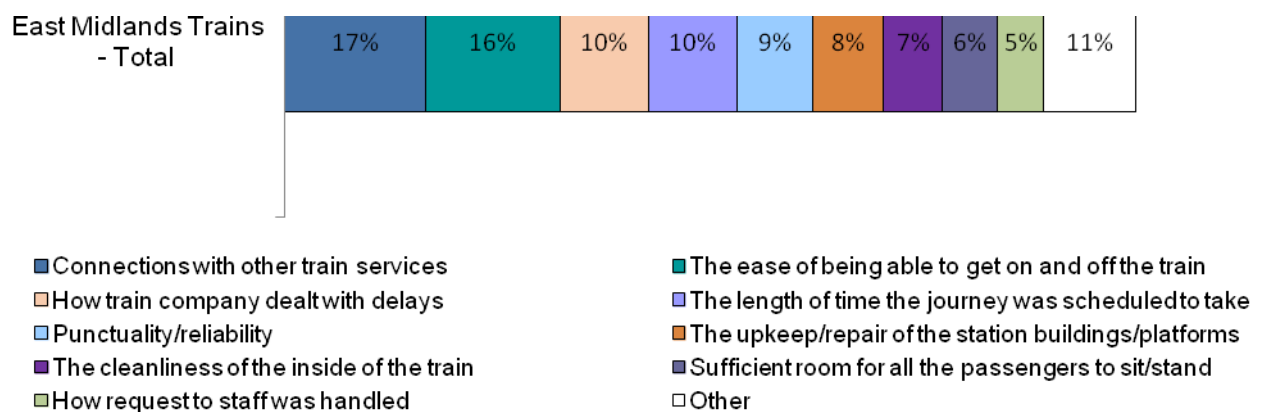


Figure 2 – Drivers of dissatisfaction NRPS Spring 2014/Autumn 2014: East Midlands Trains



3.3 Passengers' current experiences and aspirations for the future

In November and December 2014 we carried out research, funded by the DfT, to understand more about EMT passengers' current experiences and their priorities for improvement². The findings indicated that, on the whole, experiences of travelling with EMT were positive. Nevertheless, passengers identified areas of the current service which they wanted to see improved.

Value for money was one such area, with passengers regarding the amount paid for a ticket as disproportionate to the quality of service provided. There were also frustrations about overcrowding on trains (particularly on local services), as well as the level of disruption experienced. The research highlighted facilities at stations as an area of concern, with passengers feeling that some stations lacked basic amenities such as toilets, shelter and seating.

Passengers were asked about their aspirations for the future and to identify both short-term and long-term improvements. Some of the suggestions which passengers believed would be achievable within the Direct Award period include:

- clearer communication of ticket options and fares
- easier, more straightforward ways to claim Delay Repay and publicity for the scheme
- more carriages on trains at peak hours
- better communication about delays in advance of arrival at the station
- free Wi-Fi at the station and on board trains
- cleaner carriages and toilets on board the train
- better provision of alternative transport during planned disruption
- more staff at the station, particularly for assistance and security.

3.4 Core factors for passengers

Based on NRPS analysis, the priorities for improvement research and the recent qualitative research, we can identify the core factors that matter to passengers. These should be kept firmly in mind as negotiations over the Direct Award take place.

Passengers want a franchise that will deliver:

- value for money for the price of tickets
- a punctual and reliable service
- provision of sufficient capacity, both in terms of frequency of service and sufficient seating on the train
- effective management of disruption, especially through information to passengers
- accurate information about trains and platforms.

² Link will be added when this research has been published

4. Key issues for the Direct Award to address

Within the constraints of a short-term franchise we suggest a focus on initiatives that can be implemented quickly, with a particular emphasis on elements that can develop passenger confidence and trust.

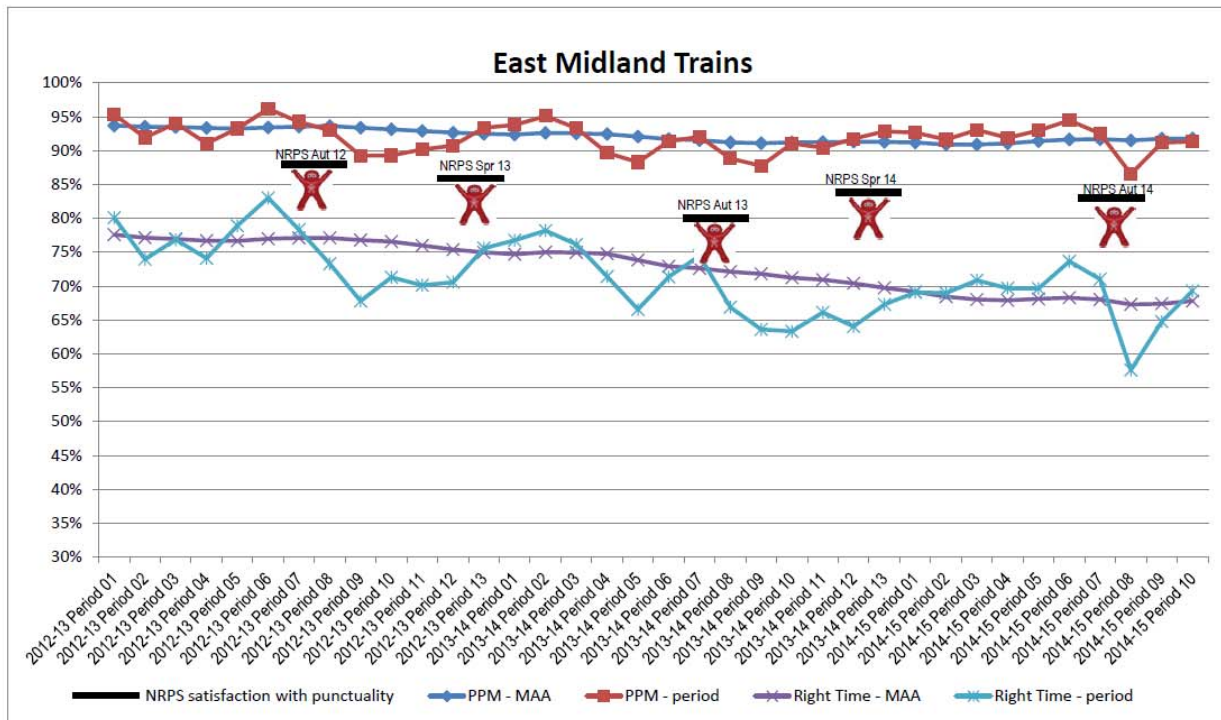
4.1 Performance

As shown in section 3.2, punctuality and reliability is the main driver of overall passenger satisfaction and dissatisfaction. Passenger Focus has previously examined the relationship between a passenger's satisfaction with punctuality and the actual level of punctuality experienced. We looked at several different franchises and found a clear relationship between the two:

- Passenger satisfaction with punctuality declines on average by between two and three percentage points with every minute of delay.
- commuter satisfaction with punctuality declines on average by around five percentage points per minute of delay
- business and leisure users' satisfaction with punctuality tends to decline after a delay of four to six minutes.
- Average lateness experienced by passengers was worse than that recorded for trains. This is because of the effect of cancellations and because many trains that are on time at destination are late at intermediate stations. As the Public Performance Measure (PPM) records punctuality only at the train's final stop it is possible for passengers to be late at an intermediate station only for the, by then largely empty, train to arrive on time at its destination.

These findings show that achieving a high PPM, as EMT has done on a consistent basis in recent years, is not all that is required to deliver further improvement in satisfaction with punctuality. For passengers it is 'right-time' punctuality that matters; and it follows that relentless focus on delivering it would have a positive impact on passenger satisfaction.

Unfortunately, as the chart below shows, EMT 'right-time' annual average has been gradually worsening of the last 18 months – albeit still at a high level in comparison with some train companies.



January 2015

Therefore we would like to see within the Direct Award a commitment to a ‘right-time’ culture and to working with Network Rail to reverse the current trend. And that culture should also explicitly recognise that ‘right-time’ arrival matters as much for passengers getting off at intermediate stations as it does for those alighting at a train’s destination.

Another aspect of performance the Direct Award should tackle is the inherent risk to delivery of the Sunday timetable caused by reliance on voluntary overtime by train crew. From time to time EMT prunes Sunday schedules to take account of the number of staff who are willing to work; and we understand that, but for unceasing effort each week by EMT roster clerks the impact would be more significant. And this is not an industrial relations problem: it is simply the result of insufficient staff volunteering to work when they are not obliged to do so.

Relying on voluntary overtime to operate Sunday services is not tenable for a public service. Passengers are buying tickets and making plans in the expectation that they can travel, yet EMT – as with some other train companies – cannot know for certain that sufficient staff will be willing to work. Tackling this issue should be a priority in the Direct Award period.

4.2 Service enhancements

The following does not purport to be a comprehensive list of service improvements that should be considered, but is drawn from Passenger Focus's engagement with passengers and user groups during the course of the franchise so far:

Lincoln to Nottingham route – weekends

In addition to the new Mondays to Fridays timetable that will be introduced in May 2015, the Direct Award should seek to secure improvements in the weekend services on this route. For example, the first train on a Sunday from Lincoln to Nottingham is at 15:00, and the first train from Nottingham to Lincoln is the 16:33! It is difficult to believe there is no market before mid to late afternoon given the revolution in Sunday retail and leisure.

Liverpool to Norwich

Passenger Focus supports retention of the route as a through service and advocates:

- Extending the 16:52 Liverpool Lime Street-Nottingham through to Norwich – this is the only remaining train in the otherwise-hourly service that terminates at Nottingham. The fact this train does not go through to Norwich leaves a gap in the timetable at a key 'getting home' part of the day in the East Midlands and East Anglia.
- Extending the current 07:47 Nottingham to Liverpool back to start at Peterborough at 06:27 (in practical terms this appears achievable by attaching the unit to one of two existing early morning eastbound departures from Nottingham)
- An earlier start to the hourly Norwich-Liverpool service on Sundays: at present it commences with the 13:53 from Norwich

Improving links to and from Lincoln to London on Sundays

Services between Lincoln and Newark Northgate on Sundays start late and, as a result, it is not possible to get to London until 13:35. A train from Lincoln to Newark Northgate giving a late-morning arrival at Kings Cross is highly desirable.

Peterborough-Spalding-Sleaford-Lincoln

- Resignalling of the line removes the historic constraint of signalbox opening hours on development of the service. At present, the last trains in each direction between Peterborough and Lincoln are 16:01 southbound and 16:25 northbound. The first trains are not much better: 08:33 northbound and 08:00 southbound. There is no Sunday service. The Direct Award is an ideal opportunity to seek improvements.
- Saturday services on the line are poor. Four trains which run Mondays to Fridays are omitted from the timetable on Saturdays, leaving key gaps in overall usefulness of the timetable to passengers. The additional trains the Direct Award should seek to secure on Saturdays are: 09:10 Lincoln-

Peterborough; 10:38 Peterborough-Lincoln; 12:10 Lincoln-Peterborough; and 13:40 Peterborough-Lincoln.

Crewe to Derby - Sundays

The first train from Crewe to Derby on a Sunday arrives at 15:19 and in the other direction the first arrival is 16:00. As with the Lincoln to Nottingham service, it is difficult to believe there is no market before these times given how Sundays have evolved in recent years.

4.3 Transparency

We recommend far greater transparency of information that is relevant to passengers' experiences. We see this not only as right in principle, given that passengers and taxpayers fund the railway, but a key foundation for building trust between a train company and its customers. While much of the information is in the public domain somewhere, we feel it is entirely reasonable for an EMT passenger to expect to find it on the EMT website.

Based on the findings of research Passenger Focus published in 2013³, undertaken jointly with National Rail Enquiries and the Office of Rail Regulation, we recommend the following:

Easy-to-find high-level performance information

The EMT website does not appear to have an area entitled "our performance", as some train companies do. We recommend one, showing the Period and Moving Annual Average figures for 'right time', PPM and cancellations for each of EMT's routes. As a minimum, the data should be presented for:

- EMT as a whole
- EMT London services
- EMT local routes
- Liverpool-Manchester-Sheffield-Nottingham-Peterborough-Norwich.

However, there is a strong case for going further and presenting the information separately for the three distinct services to London and the individual local routes: the average may not be the experience of a passenger using a particular line.

In addition, high-level information should be provided about performance at key stations, including some intermediate locations: perhaps London St. Pancras, Bedford, Derby, Leicester, Lincoln, Nottingham, Peterborough and Sheffield.

All data should be published promptly at the end of each Period, with past information retained in an accessible archive. Graphs showing performance over time would be desirable in addition to the figures.

³ [Presenting 'right-time' performance information to rail passengers](#)

Full transparency

The high-level arrangements described above, while an important improvement over today, will not allow a passenger to see data for the particular trains they use. Until that happens, and a commuter who only ever uses the '07:23' and the '17:19' can see statistics for those trains in isolation, the accusation will remain that the rail industry is hiding the truth within an average that is not representative of an individual's experience.

What is needed to develop real trust among passengers and stakeholders is a genuine "we have nothing to hide" culture. This is about being, and being seen to be, open and honest about the track record in service delivery; it is about not expecting valued customers to submit a Freedom of Information request or to search for a website that uses Network Rail's open data feeds.

We therefore recommend that EMT provides access to historic data that can be searched in a variety of different ways according to a passenger's needs. Ultimately, a passenger should be able to see the performance of their trains to whatever parameter they wish, including 'right-time', and between any pair of stations, not just the destination of the train.

Giving rail passengers access to performance figures relevant to their services will, no doubt, give some passengers tools that help them hold EMT to account more effectively than they can at present. We regard that as a good thing, entirely consistent with developing *Passenger Power!* within rail franchising. We believe that good managers should not feel threatened by it. Indeed, transparency may help drive improvement – for example, poor punctuality at intermediate stations may prompt work on a solution to a previously-invisible, apart from to the passengers, problem. And of course accurate, journey-specific data also has the potential to counter ill-informed notions that performance is worse than it actually is.

Passengers would also welcome greater transparency about capacity/crowding, either to assure themselves they will have a reasonable likelihood of getting a seat, or to help those able to adjust their plans to avoid the most crowded services. The Office of Rail Regulation has conducted research⁴ looking at the impact of publishing more information about seat availability which found that passengers not only wanted more information, but acted upon it when planning their journeys. We advocate increasing the availability of information about capacity to enable passengers to make better-informed choices.

⁴ http://orr.gov.uk/_data/assets/pdf_file/0016/4804/swt-crowding-data-research.pdf

More generally, we recommend adoption of an open and honest culture when it comes to making data and information about any aspect of the franchise available to the public.

4.4 Engagement

In 2013 Passenger Focus published the findings of research into passengers' understanding of the franchise process and their appetite for engagement with it.⁵

It is clear from this work that passengers wish to contribute their thoughts, both about priorities for franchise specifications and the performance of incumbents. There is also a desire for greater communication about what each franchise promises – and then what is actually delivered.

The recent qualitative research amongst EMT passengers⁶ provides useful insight to their experiences and aspirations. We hope that the findings will inform the Direct Award discussions and, within the limitations of a short-term contract, the agreement about what is to be delivered. When negotiations are concluded we recommend that there is a clear public statement about key elements of the franchise, in particularly setting out how they address passenger requirements.

Passenger Focus is in discussion with DfT about how passenger engagement can be enhanced in future; one element will be to ensure passengers are aware that a new franchise is about to be let. We recommend, therefore, that the Direct Award requires EMT to cooperate with proposals that emerge and to provide appropriate public information about the franchise competition in 2017.

4.5 Reflecting the passenger voice and enhancing the passenger experience

The Direct Award should include mechanisms that encourage EMT to strive to improve all aspects of the passenger experience, and respond to passenger feedback they receive. We recommend that NRPS targets are set to incentivise progress in delivering improved passenger satisfaction with stations, trains and customer service across each of the three NRPS 'building blocks'.

We recommend that EMT focuses particularly on the aspects of service that drive passenger satisfaction and where scores are currently below comparators. As it is a significant driver of passenger dissatisfaction, there should be emphasis on further improving how EMT deals with delays. Passenger Focus can make available a range of data to inform the development of a suitable regime for the Direct Award period.

⁵ <http://www.passengerfocus.org.uk/research/publications/giving-passengers-a-voice-in-rail-services>

⁶ Link will be added when this research has been published

4.6 Making buying a ticket easier

Passenger Focus's research has identified a number of issues with both ticket vending machines (TVMs) and websites – much of which was reflected in the Government's Fares and Ticketing Review consultation in 2012. While a short-term franchise may not provide time to fix all of these problems, it is important that momentum is not lost on such issues as:

- printing restrictions on passengers' tickets to remove confusion over validity
- making it impossible to buy an Advance ticket on the internet at a higher price than the 'walk up' fare available on the same train.

Improvement to EMT's TVMs is particularly important during the Direct Award period. Notwithstanding the underlying need for more intuitive, customer-friendly ticket machines the following issues need to be addressed with existing TVMs:

- display outward and return ticket restrictions prior to a passenger committing to purchase – banishing “restrictions apply – please enquire” and “valid as advertised” as rapidly as possible.
- display only the tickets it is appropriate to sell at that time (and make sure all of those do display when they should)
- that GroupSave tickets can be retailed, where appropriate
- that Day Rangers are displayed where they are the cheapest fare for the journey in question
- that fares show on TVMs in sufficient time to allow passengers to buy one and get onto the first train on which that ticket is valid
- that Boundary Zone add-ons are available from all relevant stations
- that machines automatically update 'station banks' when new stations open or station names change
- that fares show to named TfL stations (so you don't need to know which Zone it is in)
- that all TVMs emulate or exceed industry best practice of having French, German, Italian, Polish and Spanish as language options
- that “5-15 years inclusive” shows always against child prices.

4.7 Ticketless travel

Research⁷ has shown that passengers find the issue of fare evasion very frustrating. There is a strong sense of injustice amongst those who have paid for a ticket when some passengers are known to be travelling for free. They also felt that this reduced the amount of money available for investment.

⁷<http://www.passengerfocus.org.uk/research/publications/passenger-views-of-northern-and-transpennine-rail-franchises>

Passengers believed that the main solution to fare evasion would be to make better provision for the purchase of tickets at stations and on board, and to implement better checking and enforcement. This must include:

- clarity and consistency over when it is permissible to buy a ticket on board a train – the current system is felt to be too arbitrary
- managing ticket queues effectively (at TVMs and ticket offices)
- providing ticket restrictions in easy-to-access form and in plain English
- providing the passenger with confirmation of permission to travel without a ticket
- providing the passenger with confirmation of attempt to purchase a ticket if a card is declined due to bank security measures or mobile data signal issues.

Passenger Focus believes ticketless travel must be addressed. Passengers who avoid paying for their ticket are in effect being subsidised by the vast majority of fare-paying passengers. However, the revenue protection strategy must provide safeguards for those who make an innocent mistake and whose intention was never to defraud the system. We believe this requires:

- Clear consistent guidelines explaining when staff should show discretion in the enforcement of penalties. For example, when passengers do not have their railcard with them.
- Commitment not to go straight to any form of criminal prosecution unless there is reasonable evidence of intent to defraud.
- Penalties that are proportionate to the loss actually suffered by the operator.

The industry is currently developing a code of practice for passengers who board without a valid ticket. The Direct Award should require EMT to make a commitment to its early adoption.

4.8 Passengers' Charter

Delay Repay, which is already in place for EMT passengers, provides a simple system to compensate passengers for a delay 30 minutes or over, applicable whatever type of ticket is being used and whatever the cause of the delay. However, it is increasingly clear that Delay Repay without a 'safety net' to protect commuters from frequent delays under 30 minutes, which attract no compensation, is a major weakness.

As part of the Direct Award, we wish to see the following changes to the current EMT Passengers' Charter:

- In addition to Delay Repay, compensation for Season Ticket holders who experience frequent delays under 30 minutes. Our preferred option is a 1% refund for every 4-week rail industry Period in which either the morning or evening peak PPM for relevant services falls below an agreed threshold

- Use of 464 journeys to calculate the 'fare per journey' when an annual season ticket holder claims Delay Repay (that is, two trips per day, five days per week for 52 weeks, less 5.6 weeks* for annual leave and bank holidays). Journeys passengers might make at the weekends should be excluded from the calculation: travelling at the weekend is not why most people buy an annual season ticket.
* www.gov.uk/holiday-entitlement-rights states that "almost everybody" is entitled to 5.6 weeks leave, including bank holidays.

The Direct Award should also require a renewed emphasis on strategies to raise passenger awareness of their rights to claim under the Delay Repay scheme and to make the claims process swift and simple.

5. Equity and access

The Direct Award must incorporate requirements to ensure that the needs of all potential passengers are recognised and addressed. The specific needs of passengers who are disabled, or who have other access needs, must be considered and appropriate adjustments made to ensure stations and trains can be used safely at all stages of the journey.

There should be arrangements to monitor delivery of Passenger Assist bookings made by EMT passengers, and a proportion of those using the service should be invited to complete a post-journey customer satisfaction survey. The results should be used to drive improvements in passenger experience.

6. Contact for further information

For further information about this submission or other aspects of Passenger Focus work on the East Midlands Trains franchise please contact:

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Appendix

East Midlands Trains NRPS scores Autumn 2014 – wave 31

Table 2 – East Midlands Trains performance versus Long Distance sector operators (station attributes)

Station attributes	TOC	Sector	TOC Index
Overall satisfaction with the station	87	84	103%
Ticket buying facilities	84	85	98%
Provision of information about train times/platforms	87	87	101%
The upkeep/repair of the station buildings/platforms	86	78	111%
Cleanliness	88	81	109%
The facilities and services	73	72	102%
The attitudes and helpfulness of the staff	80	80	100%
<i>Connections with other forms of public transport</i>	<i>75</i>	<i>77</i>	<i>97%</i>
Facilities for car parking	74	61	121%
Overall environment	83	76	108%
Your personal security whilst using the station	78	77	101%
The availability of staff	71	69	102%
The provision of shelter facilities	78	76	102%
Availability of seating	58	53	109%
How request to station staff was handled	86	89	97%
The choice of shops/eating/drinking facilities available	58	62	93%
<i>Blue font: aspects of journey which are particularly important to passengers</i>			

Table 3 – East Midlands Trains performance versus Long Distance sector operators (train attributes)

Train attributes	TOC	Sector	TOC Index
Overall satisfaction with the train	86	85	101%
The frequency of the trains on that route	80	85	94%
<i>Punctuality/reliability (i.e. the train arriving/departing on time)</i>	<i>83</i>	<i>82</i>	<i>102%</i>
<i>The length of time the journey was scheduled to take (speed)</i>	<i>87</i>	<i>88</i>	<i>98%</i>
Connections with other train services	76	80	95%
The value for money of the price of your ticket	52	58	89%
Cleanliness of the train	82	81	101%
Upkeep and repair of the train	82	81	101%
The provision of information during the journey	72	77	93%
The helpfulness and attitude of staff on train	79	81	98%
The space for luggage	59	57	104%
The toilet facilities	47	52	91%
Sufficient room for all passengers to sit/stand	74	71	105%
The comfort of the seating area	79	78	102%
<i>The ease of being able to get on and off</i>	<i>82</i>	<i>81</i>	<i>102%</i>
Your personal security on board	84	84	100%
<i>The cleanliness of the inside</i>	<i>83</i>	<i>82</i>	<i>101%</i>
The cleanliness of the outside	75	79	95%
The availability of staff	64	67	96%

<i>How well train company deals with delays</i>	53	55	96%
<i>Blue font: aspects of journey which are particularly important to passengers</i>			

Table 4 – East Midlands Trains building block/route data (station attributes)

Station attributes	Liverpool Norwich	Local	Londor
Overall satisfaction with the station	80	89	88
Ticket buying facilities	81	83	85
Provision of information about train times/platforms	85	89	87
The upkeep/repair of the station buildings/platforms	75	89	88
Cleanliness	80	91	90
The facilities and services	70	66	77
The attitudes and helpfulness of the staff	75	77	83
<i>Connections with other forms of public transport</i>	<i>78</i>	<i>71</i>	<i>76</i>
Facilities for car parking	66	83	71
Overall environment	77	78	87
Your personal security whilst using the station	80	71	81
The availability of staff	62	65	76
The provision of shelter facilities	68	79	81
Availability of seating	52	65	57
How request to station staff was handled	81	92	85
The choice of shops/eating/drinking facilities available	61	50	60
<i>Blue font: aspects of journey which are particularly important to passengers</i>			

Table 5 – East Midlands Trains building block/route data (train attributes)

Train attributes	Liverpool Norwich	Local	Londor
Overall satisfaction with the train	82	87	87
The frequency of the trains on that route	74	63	89
<i>Punctuality/reliability (i.e. the train arriving/departing on time)</i>	<i>74</i>	<i>87</i>	<i>85</i>
<i>The length of time the journey was scheduled to take (speed,</i>	<i>81</i>	<i>85</i>	<i>90</i>
Connections with other train services	76	69	80
The value for money of the price of your ticket	52	65	46
Cleanliness of the train	82	76	85
Upkeep and repair of the train	80	78	84
The provision of information during the journey	70	64	75
The helpfulness and attitude of staff on train	81	78	79
The space for luggage	46	65	60
The toilet facilities	45	45	49
Sufficient room for all passengers to sit/stand	68	69	79
The comfort of the seating area	77	71	84
<i>The ease of being able to get on and off</i>	<i>81</i>	<i>82</i>	<i>83</i>
Your personal security on board	83	81	86
<i>The cleanliness of the inside</i>	<i>81</i>	<i>79</i>	<i>85</i>
The cleanliness of the outside	75	74	75
The availability of staff	66	61	66
<i>How well train company deals with delays</i>	<i>43</i>	<i>47</i>	<i>58</i>
<i>Blue font: aspects of journey which are particularly important to passengers</i>			