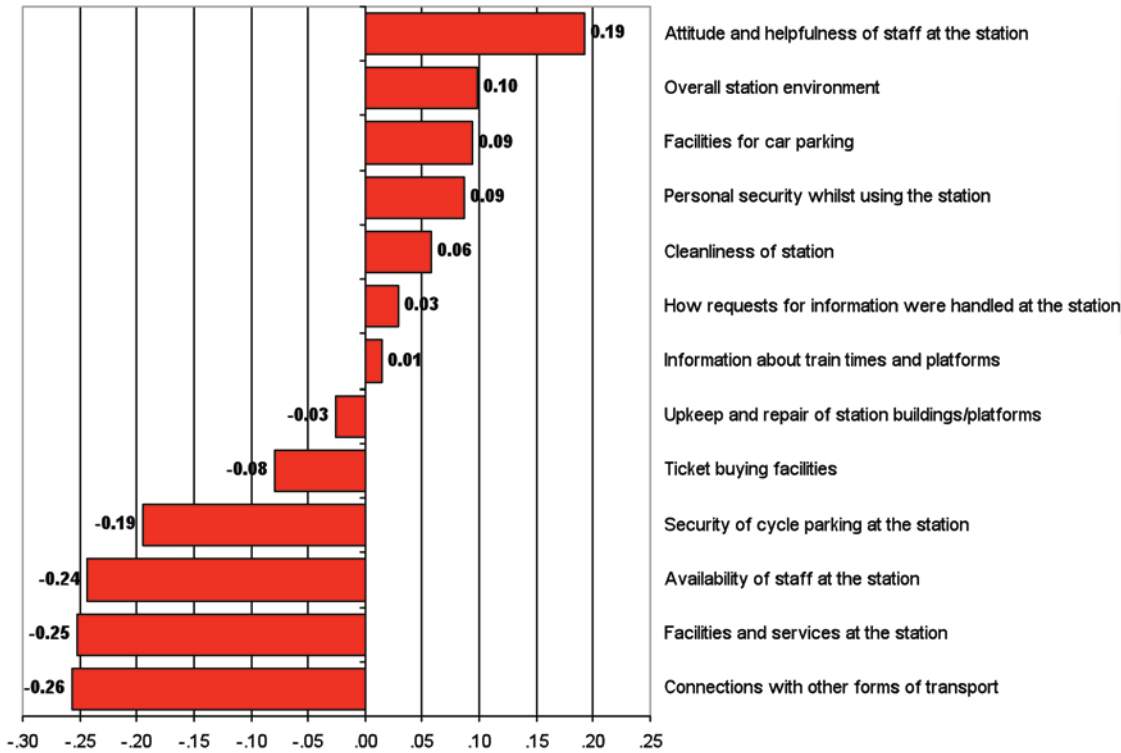# Appendix C – East Midlands

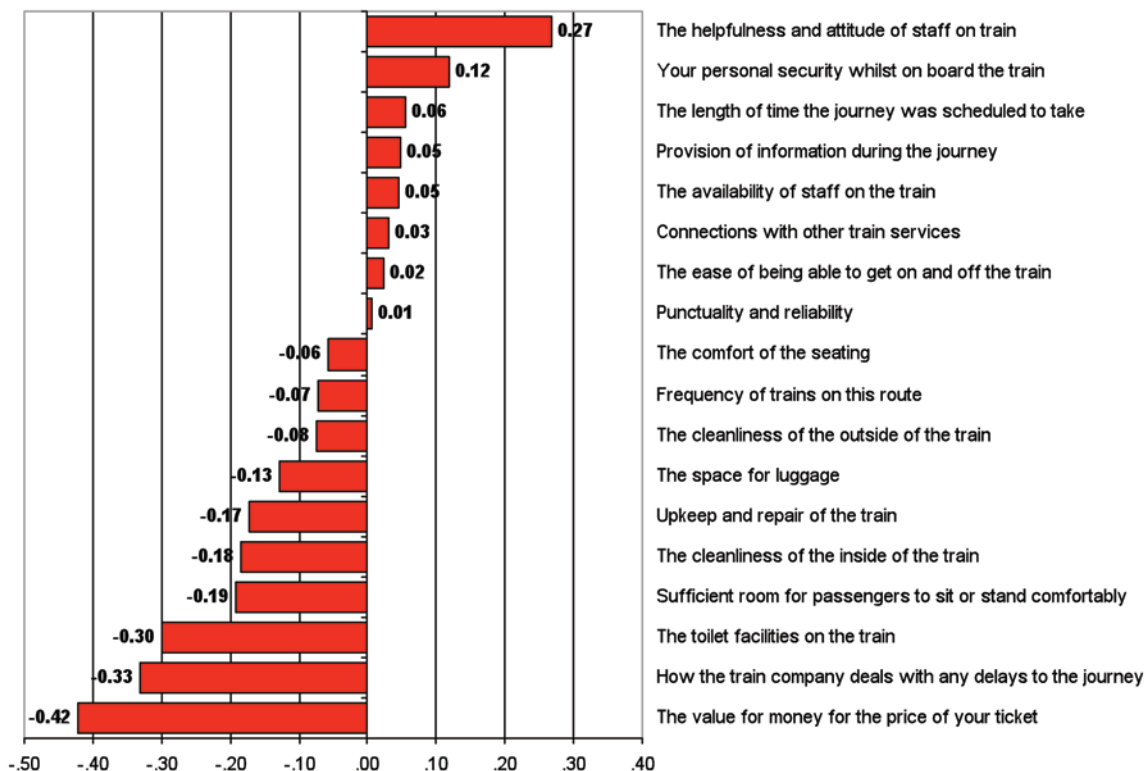## Average expectation versus satisfaction scores for station attributes
(Positive = reasonable expectations exceeded and negative = not being met)

Attribute	Score
Attitude and helpfulness of staff at the station	0.19
Overall station environment	0.10
Facilities for car parking	0.09
Personal security whilst using the station	0.09
Cleanliness of station	0.06
How requests for information were handled at the station	0.03
Information about train times and platforms	0.01
Upkeep and repair of station buildings/platforms	-0.03
Ticket buying facilities	-0.08
Security of cycle parking at the station	-0.19
Availability of staff at the station	-0.24
Facilities and services at the station	-0.25
Connections with other forms of transport	-0.26

Average expectation versus satisfaction scores for train attributes
(Positive = reasonable expectations exceeded and negative = not being met)

Attribute	Score
The helpfulness and attitude of staff on train	0.27
Your personal security whilst on board the train	0.12
The length of time the journey was scheduled to take	0.06
Provision of information during the journey	0.05
The availability of staff on the train	0.05
Connections with other train services	0.03
The ease of being able to get on and off the train	0.02
Punctuality and reliability	0.01
The comfort of the seating	-0.06
Frequency of trains on this route	-0.07
The cleanliness of the outside of the train	-0.08
The space for luggage	-0.13
Upkeep and repair of the train	-0.17
The cleanliness of the inside of the train	-0.18
Sufficient room for passengers to sit or stand comfortably	-0.19
The toilet facilities on the train	-0.30
How the train company deals with any delays to the journey	-0.33
The value for money for the price of your ticket	-0.42

Priorities for improvement – East Midlands

East Midlands Rank	Attribute	Great Britain Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	At least 19 out of 20 trains arrive on time	2
3	Sufficient train services at times I use the train	3
4	Passengers are always able to get a seat on the train	4
5	Company keeps passengers informed if train delays	5
6	Information on train times/platforms accurate and available	6
7	Seating area on the train is very comfortable	9
8	Trains consistently well maintained/ excellent condition	8
9	All trains have staff available to help passengers	16
10	Good easy connections with other forms of transport	15
11	Maximum queue time no more than two minutes to purchase tickets	7
12	The inside of the train is cleaned to a high standard	13
13	Journey times reduced by five minutes, on average	11
14	Station staff are available whenever required	10
15	Passengers experience a high level of security on the train	12
16	All train staff helpful and have a positive attitude	17
17	Station facilities and services plentiful and good quality	23
18	Personal security improved by CCTV/ staff at stations	14
19	Useful information is provided throughout the journey	20
20	All station staff are helpful and with a positive attitude	19
21	Connections with other train services are always good	18
22	The train travels at a fast speed throughout the journey	21
23	Always a quick response to information requests at stations	22
24	There are good quality toilet facilities on every train	24
25	There is sufficient space for passengers' luggage	25
26	Car parking available and at reasonable cost	27
27	All station building maintained to a high standard	26
28	Train companies reduce pollution/ carbon footprint of travel	28
29	Accessibility station entrance to boarding train step-free	29
30	Safe and secure cycle parking available at station	31
31	The outside of the train is cleaned to a high standard	30