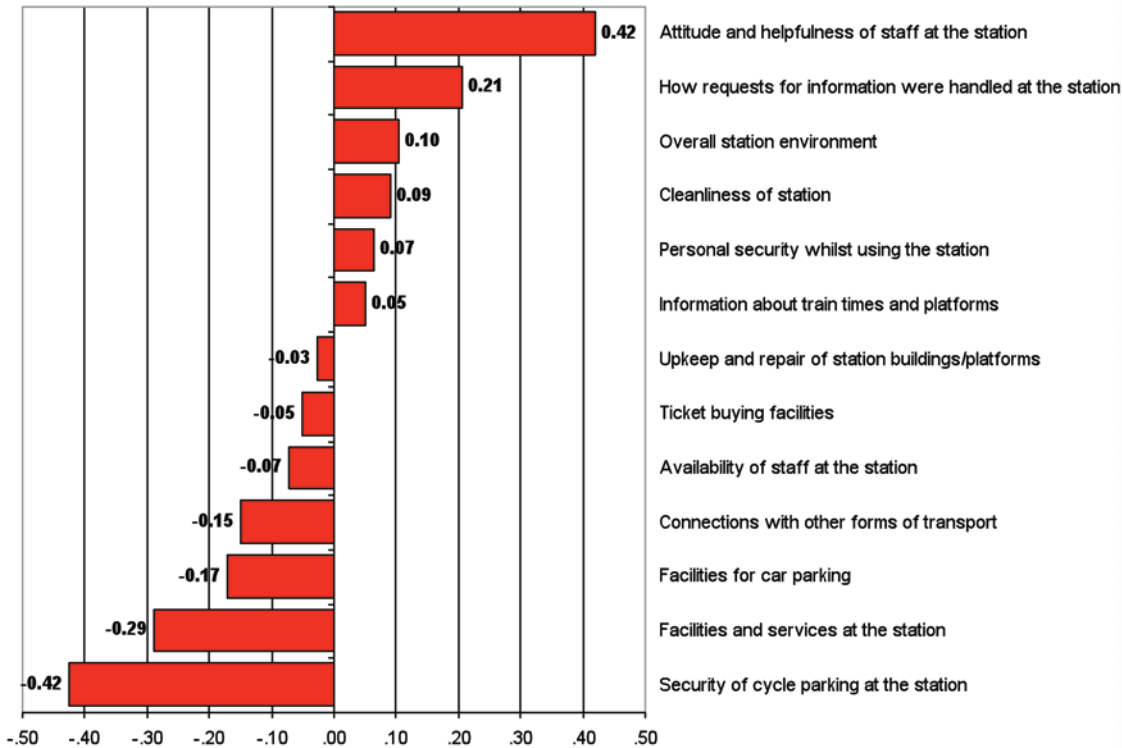


Appendix D – East of England

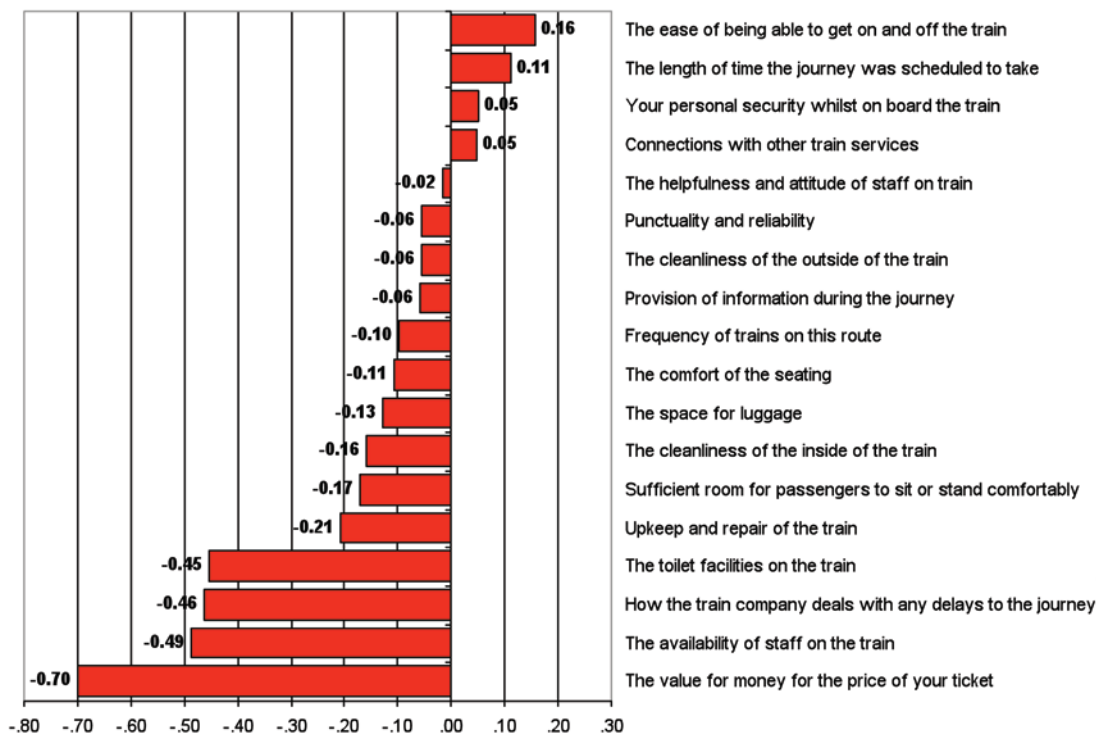
Average expectation versus satisfaction scores for station attributes

(Positive = reasonable expectations exceeded and negative = not being met)



Average expectation versus satisfaction scores for train attributes

(Positive = reasonable expectations exceeded and negative = not being met)



Priorities for improvement – East of England

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