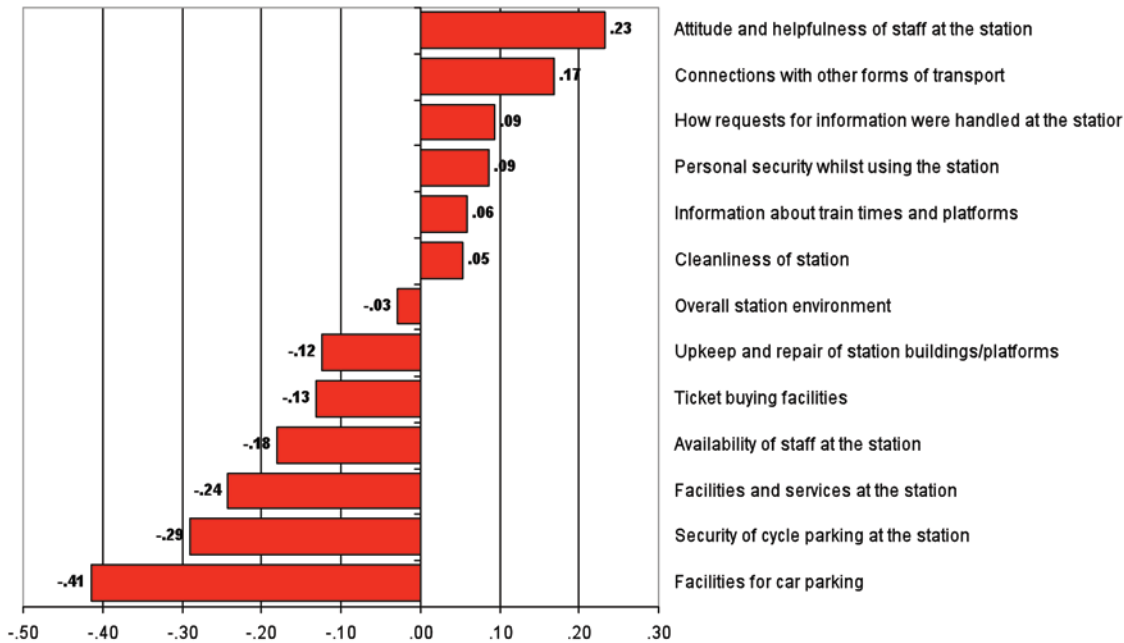


Appendix E – London

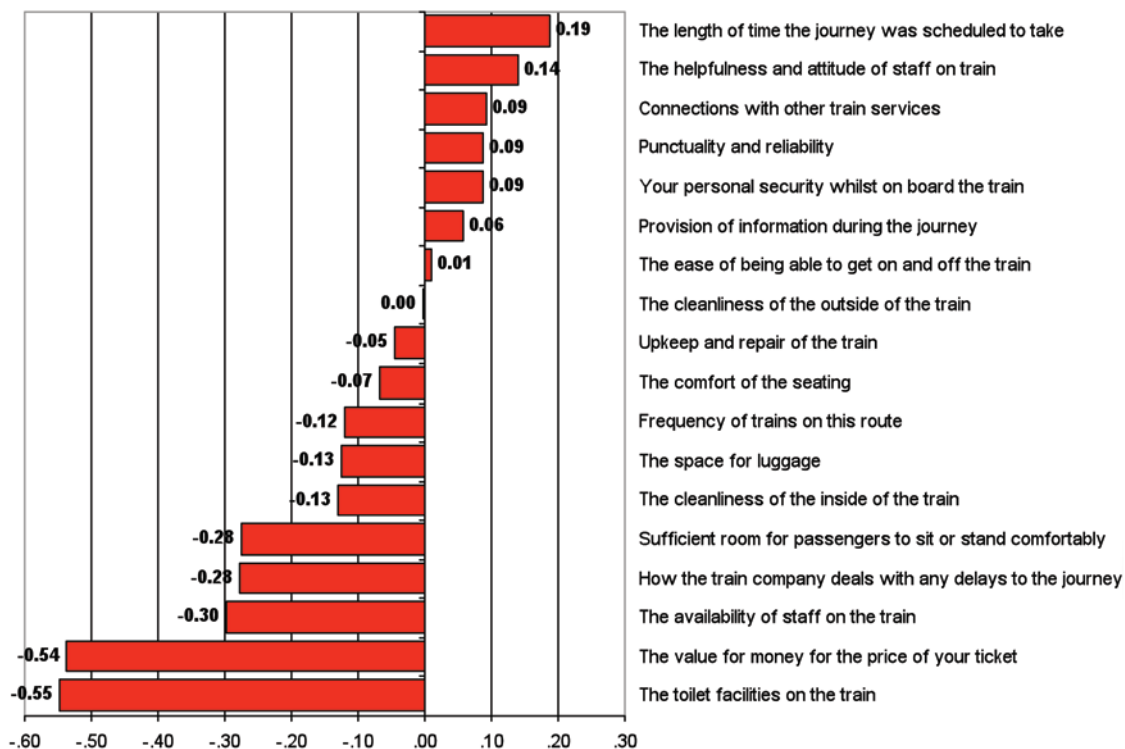
Average expectation versus satisfaction scores for station attributes

(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 – London

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