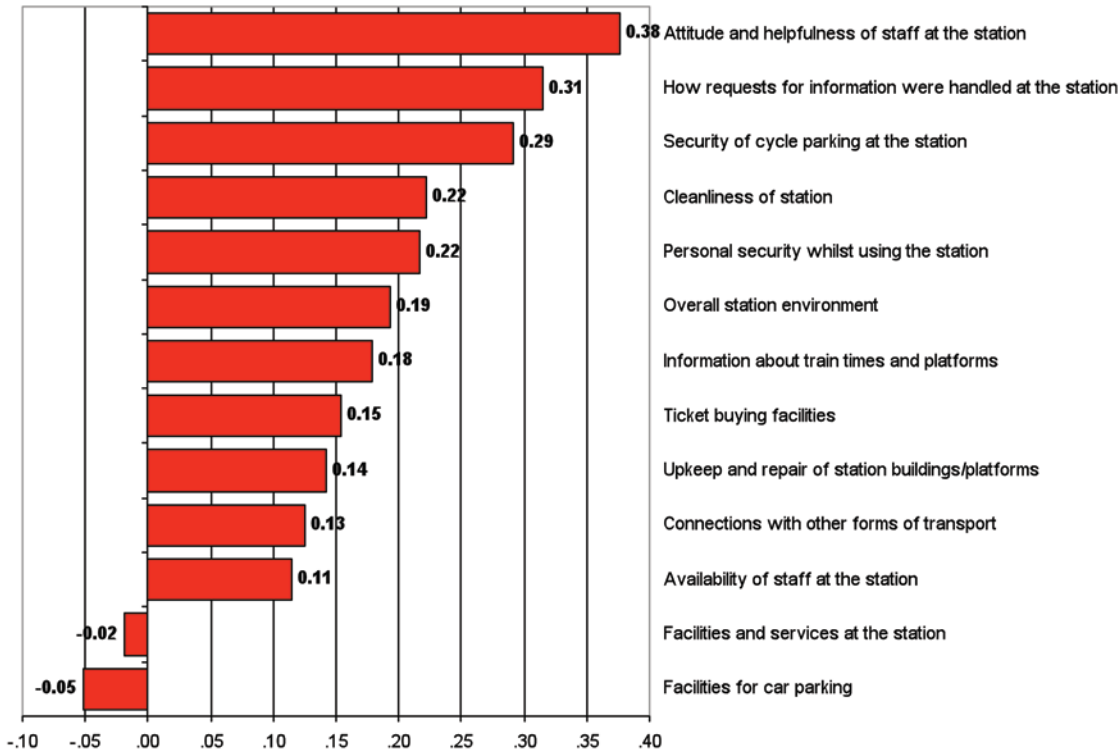


Appendix F – North East

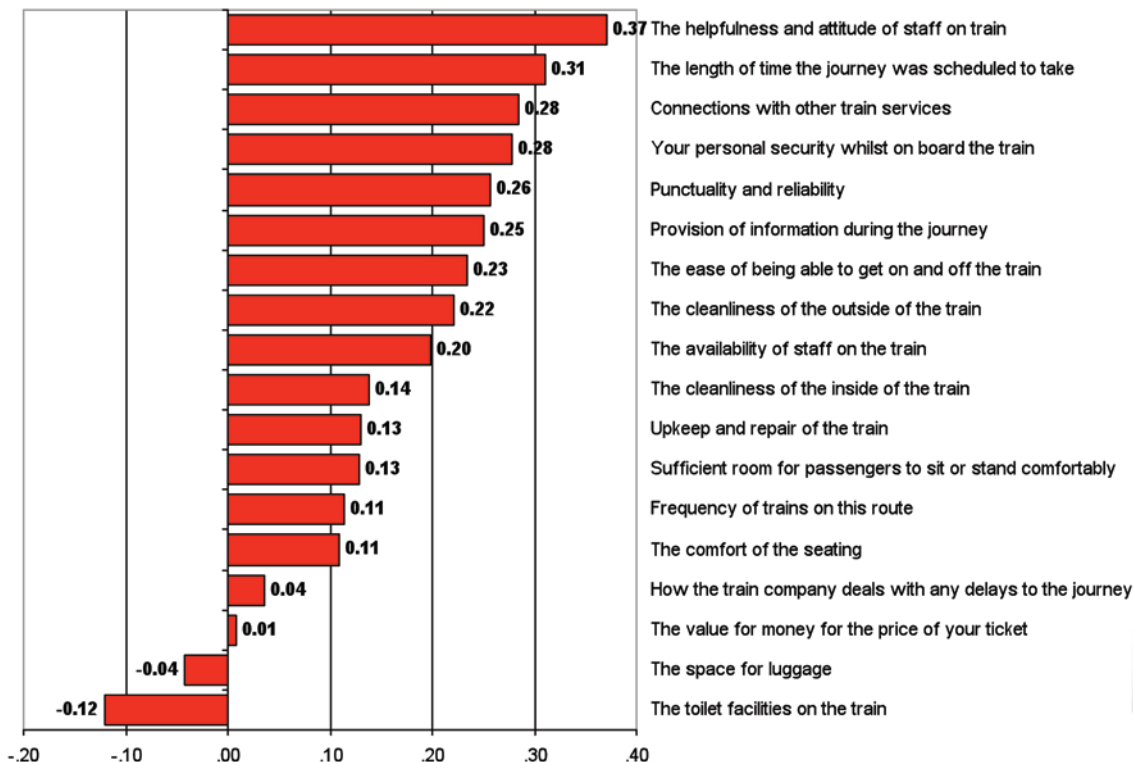
Average expectation versus satisfaction scores for station attributes

(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 – North East

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