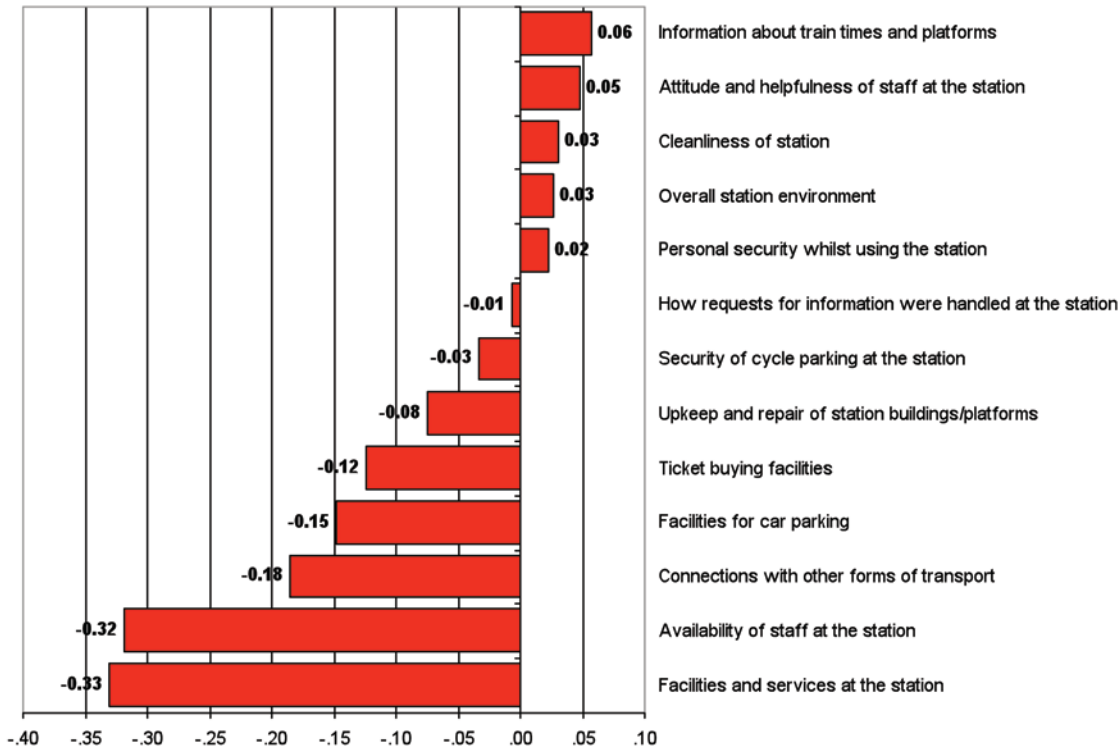


Appendix A – Scotland

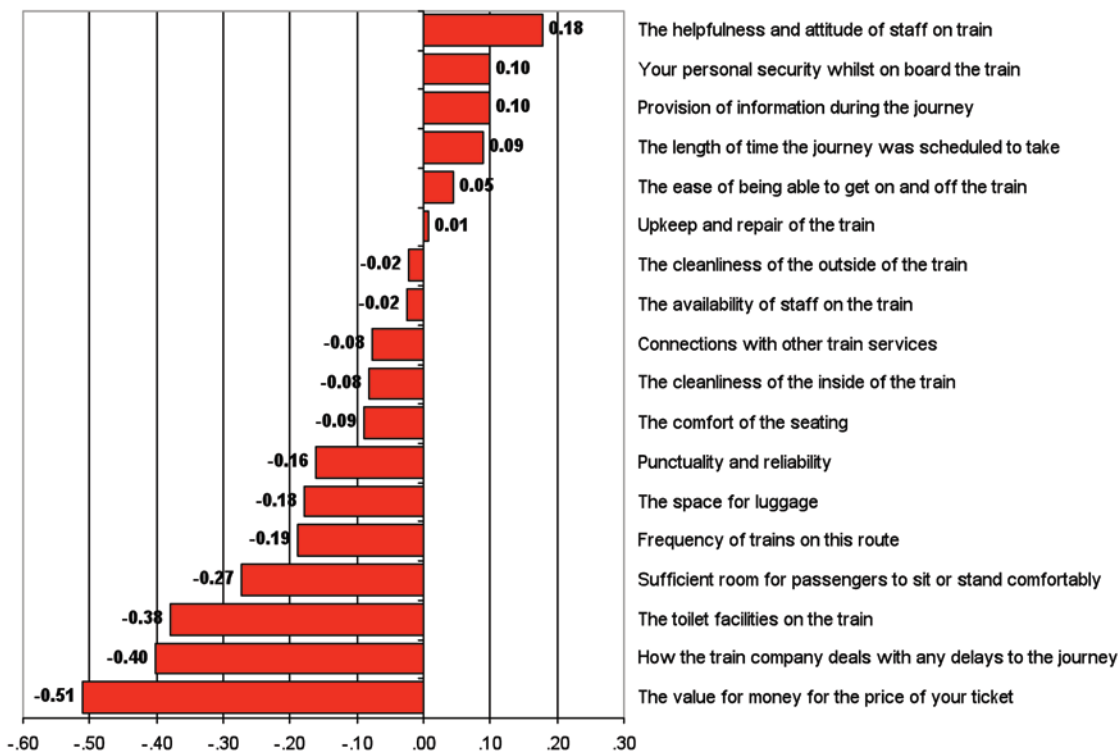
Average expectation versus satisfaction scores for station attributes

(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

Scotland 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 of 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	Station staff are available whenever required	10
10	Maximum queue time no more than two minutes to purchase tickets	7
11	All trains have staff available to help passengers	16
12	The inside of the train is cleaned to a high standard	13
13	Passengers experience a high level of security on the train	12
14	Journey times reduced by five minutes, on average	11
15	Good easy connections with other forms of transport	15
16	Personal security improved by CCTV/ staff at stations	14
17	All station staff are helpful and with a positive attitude	19
18	All train staff helpful and have a positive attitude	17
19	Always a quick response to information requests at stations	22
20	Useful information is provided throughout the journey	20
21	Station facilities and services plentiful and good quality	23
22	Connections with other train services are always good	18
23	There are good quality toilet facilities on every train	24
24	The train travels at a fast speed throughout the journey	21
25	There is sufficient space for passengers' luggage	25
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	Safe and secure cycle parking available at station	31
31	The outside of the train is cleaned to a high standard	30