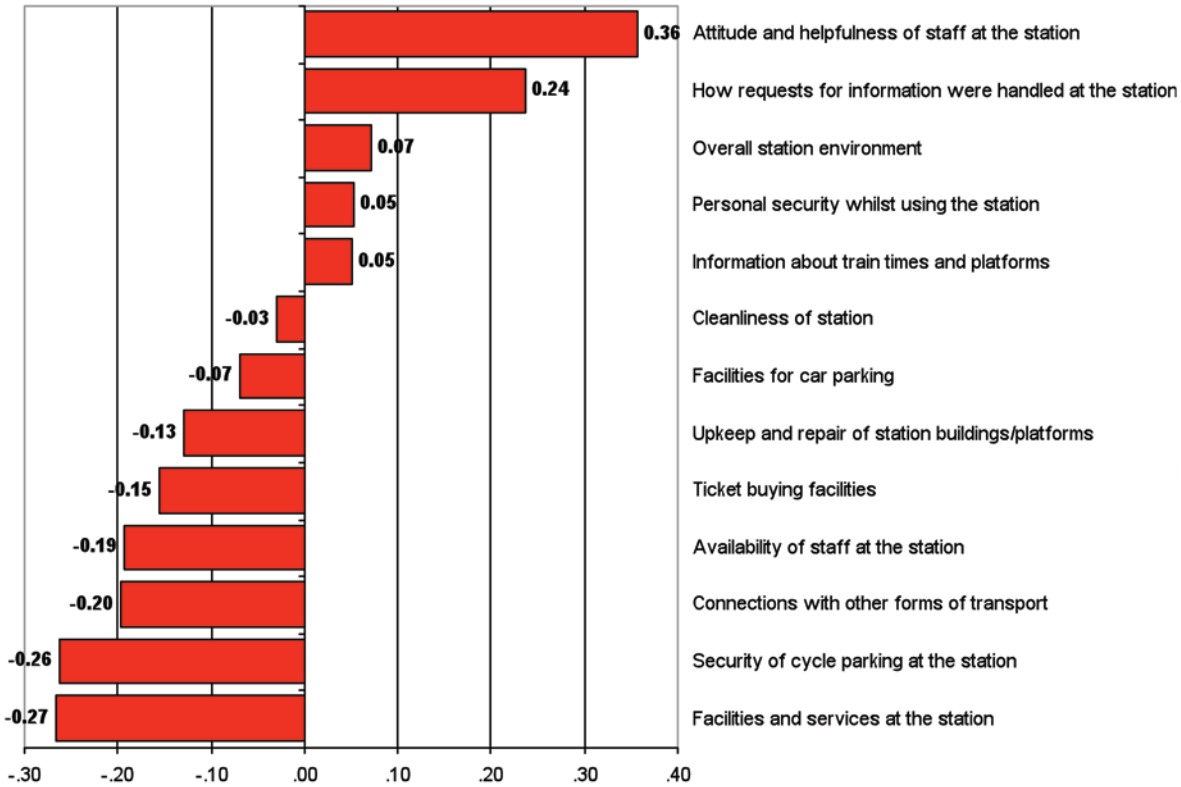


Appendix H – South East

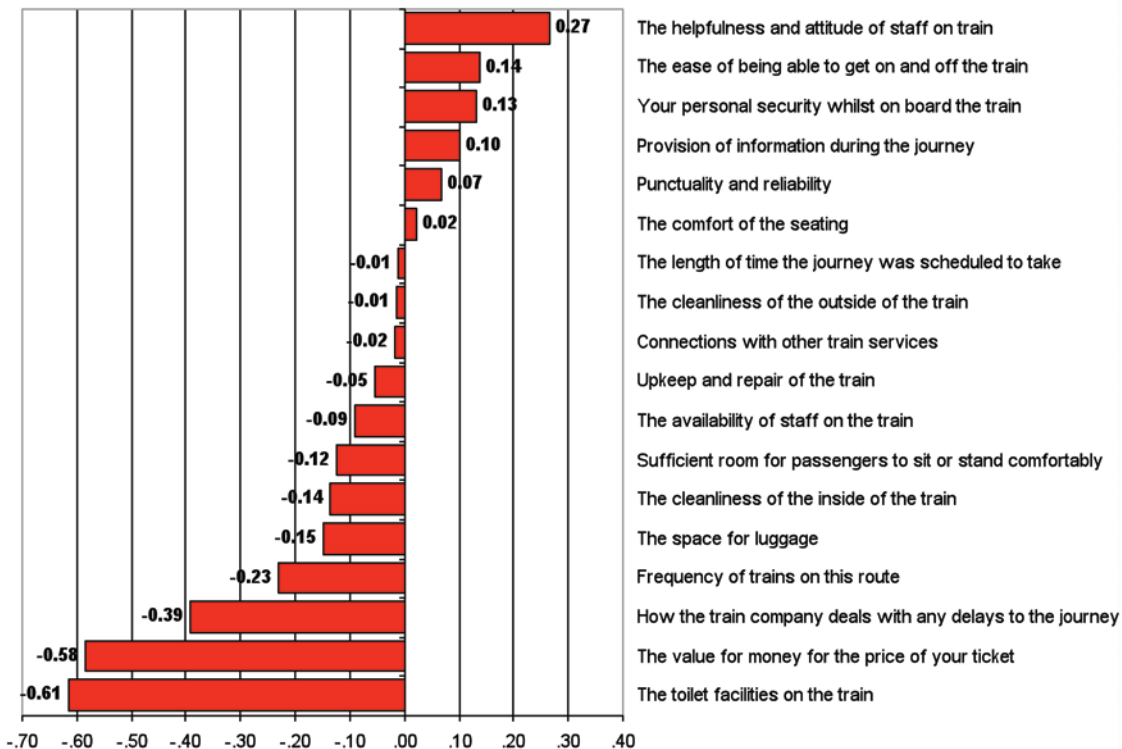
Average expectation versus satisfaction scores for station attributes

(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 – South East

South East 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	Maximum queue time no more than two minutes to purchase tickets	7
6	Company keeps passengers informed if train delays	5
7	Journey times reduced by five minutes, on average	11
8	Information on train times/platforms accurate and available	6
9	Seating area on the train is very comfortable	9
10	Trains consistently well maintained/ excellent condition	8
11	Station staff are available whenever required	10
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	The train travels at a fast speed throughout the journey	21
15	Connections with other train services are always good	18
16	All trains have staff available to help passengers	16
17	All train staff helpful and have a positive attitude	17
18	Personal security improved by CCTV/ staff at stations	14
19	All station staff are helpful and with a positive attitude	19
20	Good easy connections with other forms of transport	15
21	Always a quick response to information requests at stations	22
22	Useful information is provided throughout the journey	20
23	There are good quality toilet facilities on every train	24
24	Station facilities and services plentiful and good quality	23
25	All station building maintained to a high standard	26
26	There is sufficient space for passengers' luggage	25
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