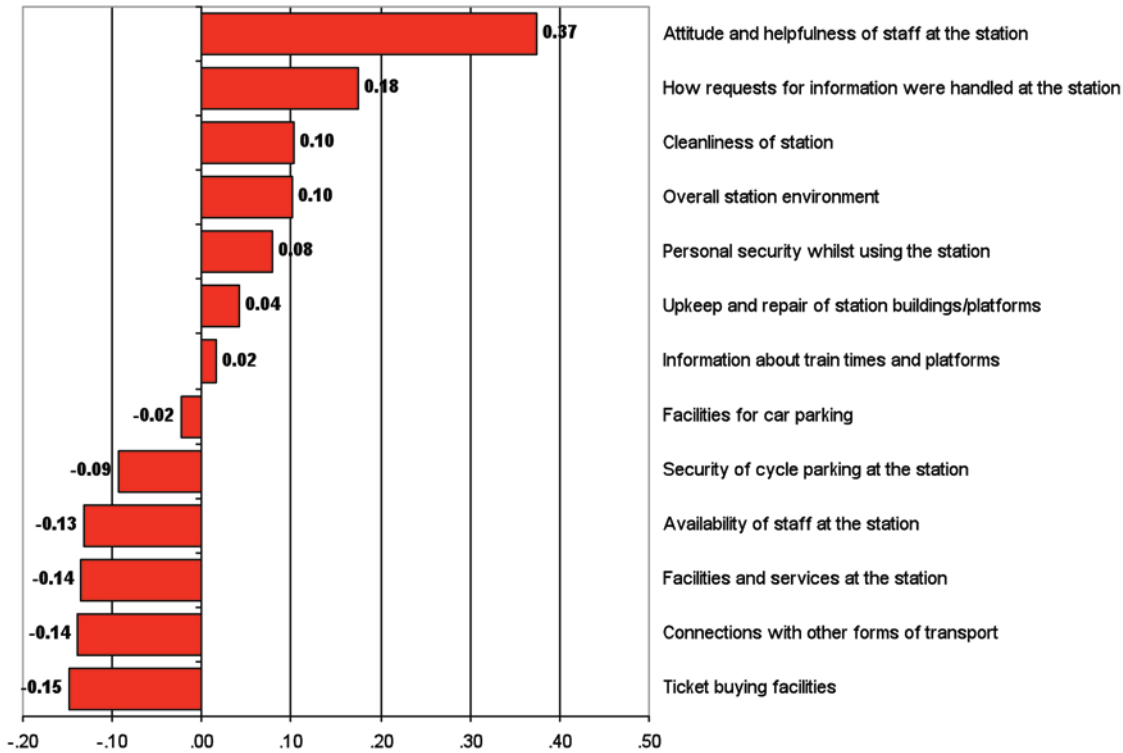


Appendix I – South West

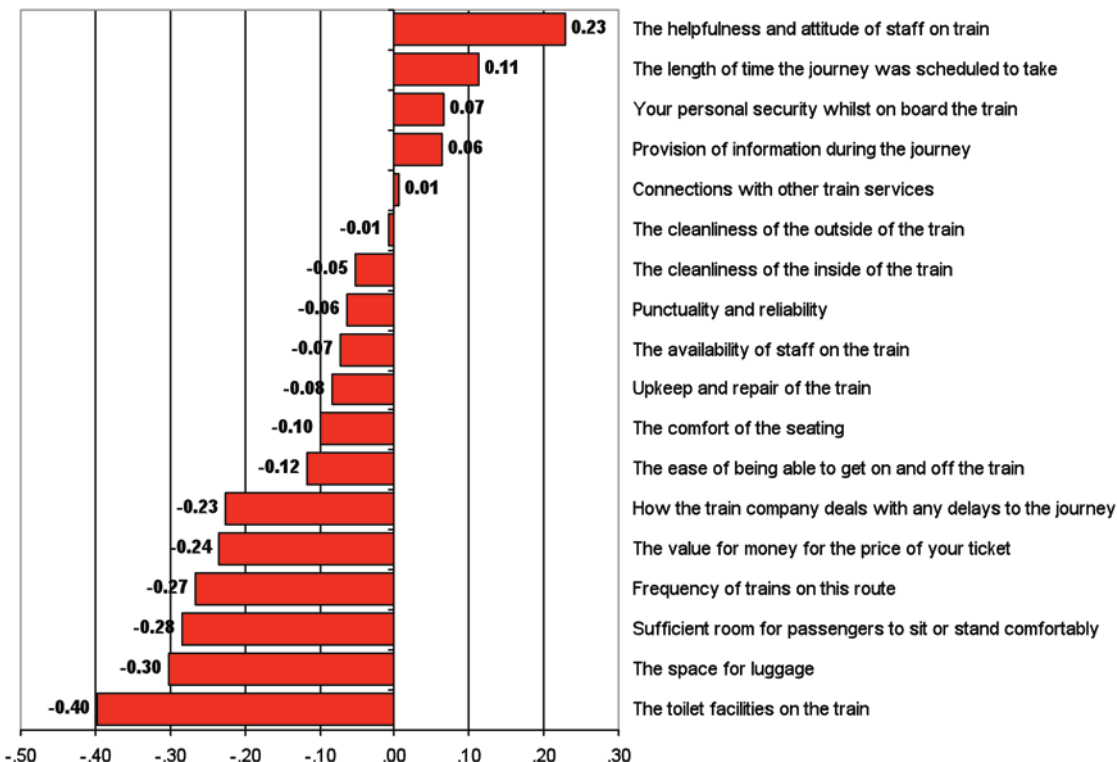
Average expectation versus satisfaction scores for station attributes

(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 West

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